

The Hon. Paul Henderson, MLA
Minister for Industries and Business
Parliament House
DARWIN NT 0800

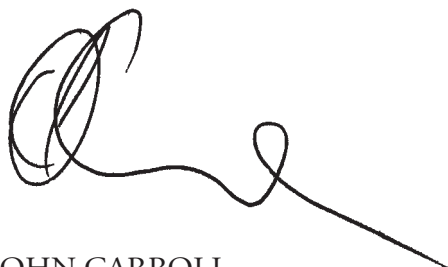
Dear Minister

In accordance with the provisions of Section 28 of the *Public Sector Employment and Management Act 1993*, I am pleased to submit the Annual Report on the activities and operations of the Department of Industries and Business for the year ended 30 June 2001.

In doing so, I advise that, in respect of my duties as an accountable officer pursuant to Section 13 of the *Financial Management Act*, to the best of my knowledge and belief:

- (a) Proper records of all transactions affecting the agency are kept and that employees under my control observe the provisions of the *Financial Management Act*, the Financial Management Regulations and the Treasurer's Directions;
- (b) Procedures within the agency were afforded proper internal control through use of the accounting and property manual prepared by the Department of Corporate and Information Services (DCIS). The Department of Industries and Business has prepared its own accounting and property manual in accordance with the requirements of the *Financial Management Act*. This manual will be used from 30 October 2001;
- (c) No indication of fraud, malpractice, major breach of legislation or delegation, major error in or omission from the accounts and records exists;
- (d) In accordance with the requirements of Section 15 of the *Financial Management Act*, the internal audit capacity available to the agency is adequate and the results of internal audits have been reported to me;
- (e) The financial statements included in the Annual Report have been prepared from proper accounts and records and are in accordance with Treasurer's Directions Part 2 Section 5 and Part 2 Section 6, where appropriate; and
- (f) All employment instructions issued by the Commissioner for Public Employment have been satisfied.

Yours faithfully

A handwritten signature in black ink, appearing to be 'John Carroll', with a long horizontal flourish extending to the right.

JOHN CARROLL

Chief Executive Officer
14 November 2001

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Highlights

The following highlights, many of which were also policy initiatives in the 2000-01 Budget, were achieved. Where available, results for 1999-2000 are shown in brackets.

Territory Business Centres (TBCs)

Client services through the TBCs, a coordinated service delivery point for business and licensing, increased by more than 31% from 47,976 in 1999-2000 to 63,260. These included:

- A 26% increase in over-the-counter services 17,753 (13,990);
- A 24% increase in call-centre services 36,331 (29,249);
- 100% increase in Business Name Extracts issued 8,776 (4,386);
- 13% increase in occupational health and safety and dangerous goods licences issued 3,105 (2,740);
- 116 people participated in AUSe.NET eBusiness workshops; and
- The development of a plan for Business to Business (B2B) exchange in regional Australia working with a joint venture company Remote Australia Pty Ltd.

The number of hits on the TBC website increased by 281% from 157,063 in 1999-2000 to 599,000 this financial year.

eBusiness

The eBusiness unit was established to facilitate the uptake of technology in the Northern Territory business community. Achievements included the publication of an online directory of Information Technology and Communications businesses in the Northern Territory (eDIRECT).

Business Information and Financial Support

Support was provided to assist Territory businesses undertake research, planning and further development. This included:

- 36 Business Growth programs approved with a total value \$265,956;
- \$61,954 approved for key business award programs;
- \$852,527 approved for industry development grants;
- \$89,500 sponsorship provided across various industry sectors;
- \$2,459,000 approved for non-profit industry associations;
- 33 Export Marketing Assistance Scheme programs approved with a total value \$100,708. This represents a 65% increase in programs and more than 73% increase program value;
- 743 people attended business-related information seminars and events;
- 1,318 people attended 120 specific business training workshops;
- 14 key events for women in business, with a total of 1,012 attendees; and
- 4,075 people attended 147 events during October Business Month 2000.

Regional Initiatives

Support was provided for business growth outside Darwin, contributing to improving economic and social conditions of the regions, through initiatives including:

- Seven businesses received or had approved assistance totalling \$47,555 under the Business Growth Program;
- Substantial progress was made towards establishing the Explorer Highway and Savannah Way Adventure Drive. Planning continues for the Overlanders Highway and other themed tourist drives;
- The Barkly Blueprint regional plan was completed; and
- Five regional development committees provided advice on issues affecting regional areas to the Minister for Industries and Business through the Council for Regional Development NT.

Tourism Support

Support was provided for greater private sector participation in new and expanding opportunities in tourism through:

- The completion of the *Northern Territory Tourism Development Masterplan 2000-2005*; and
- Publication of *A Guide to Tourism Business*, which addressed up-skilling and improved quality of tourism products and services. This resource was used a major industry reference and accreditation document.

Consumer Affairs

Achievements included:

- The development and implementation of Residential Tenancies legislation, with over 11,000 copies of the *A Guide to Renting in the Northern Territory* being distributed;
- 2,022 tenancy enquiries were received, with 285 applications to resolve tenancy disputes being lodged and 269 being settled. This represented an increase of 632 enquiries or 45% over the previous financial year and 56% and 51% increase in applications to resolve disputes and disputes settled respectively; and
- 12 formal trade measurement complaints were received, only one more than received in 1999-2000.

Racing, Gaming and Licensing

Policy and operational activities resulted in:

- Outsourcing of community gaming machines from 1 July 2001;
- Completion of new racing industry funding arrangements;
- Liquor restriction trials in Katherine, Tennant Creek and discussions with community stakeholders on liquor restriction measures in Alice Springs;
- Significant work towards establishing national standards for licensing crowd controllers and security officers in the private security industry; and
- Sale of the NT TAB.

Work Health

Achievements included:

- Safety management education programs including specialised modules to assist business sourcing railway construction contracts were conducted;
- A Telephone Response Group was established to provide quick access to expertise on occupational health and safety matters;
- Proactive programmed workplace visits continued, along with visits to follow up on identified problems;
- The introduction of self-certification and written audits by licensed persons; and
- Amendment of legislation to enable alternative funding for the Nominal Insurer following the HIH Insurance collapse.

Defence and Major Project Support

The group:

- Facilitated involvement by Northern Territory industry in defence commercial opportunities including the NT/Kimberley Garrison Support Contract, the high speed catamaran HMAS Jervis Bay, Australian and foreign defence forces in East Timor and military vehicles and ships repair and supply;
- Liaised and facilitated negotiations such as those relating to the roll on-roll off facilities at Fort Hill Wharf and the United States Navy Master Ship Repair Agreement; and
- Established the Rail Task Group to co-ordinate the approach of Northern Territory Government agencies to maximise outcomes for the Northern Territory from the construction of the Alice Springs to Darwin Railway.

Corporate Management

Achievements included:

- Completion of the preparatory work to introduce Accrual Accounting and Output Budgeting from 1 July 2001;
- Working with other business units to present information displays for the NT Show Circuit, Expos, October Business Month and conferences;
- The establishment of the Planning and Strategic Development Division to oversee agency corporate and policy development; and
- Co-ordination of the national AusModel for interactive gaming.

Chief Executive Officer's Report

It is pleasing to see that our clients who come from both business and the general community have embraced the single service point offered by the Territory Business Centres (TBC). During this year there was a 31% overall increase in the uptake of TBC services. These services were provided by TBCs both over the counter and through the call centre. Increases in services were also reflected in the regional centres. Most notable was an almost three fold increase in access to the TBC website. The Internet will continue to offer service delivery alternatives to both business and Government agencies and this department continues to identify ways in which we can increase Territory business awareness of the opportunities and efficiencies eBusiness brings.

Our focus on the Alice Springs to Darwin railway project continued with emphases placed on co-ordinating Northern Territory Government agencies activities to ensure local businesses were kept fully informed. To help prepare Territory businesses to tender for railway projects the department supported workshops in human resource management, partnering, costing and tendering and industrial relations in major centres.

A significant project for the department in 2000-01 was the implementation of community gaming machines outsourcing. My congratulations go to all those who worked on the project for the extensive industry consultations and the behind the scenes activities that had to be undertaken to effect the outsourcing by 1 July 2001.

During the year interactive gaming attracted a great deal of attention nationally. Moves focused on addressing problem gambling with various options for amendments to national legislation being considered. Considerable departmental effort went into the development of a new regulatory framework for interactive gaming and working to ensure that legislative changes would have minimum impact on the Territory industry.

This year considerable progress was made towards fully integrating the wide variety of regulatory and industry development functions for which the department is responsible.

The Department continued with its modernisation process during 2000-01. This saw some responsibilities moved between branches to better reflect the branch functions. The most significant structural change came with the establishment of the Planning and Strategic Development Division which drew together policy skills from within various areas of the department to concentrate on the considerable work that was need in legislative and policy review. National Competition Policy reviews have been a major work load for the division since its formation in November 2000.

I was pleased with the results of the extensive client and stakeholder consultation undertaken as part of the department's Strategic Planning process. Almost without exception the feedback received showed that the department had made enormous improvements in its customer focus and service. The quality of our service to our clients is a key indicator to our success. This is an area where we will need ongoing vigilance and concerted staff efforts.

My sincere appreciation goes to all the staff of the Department who have shown dedication and committed to the Department and its clients. The improvements in our service could not have been achieved without their hard work.

JOHN CARROLL

Performance Reporting -

Corporate Management

This program's objectives are to work in partnership with other programs and regional offices to achieve a client-focused and skilled organisation, effective management and communication of information to internal and external clients and stakeholders, and judicious management of the agency's human, financial and physical resources.

The program comprises financial management services, human resource management, information management, office services, ministerial liaison, corporate communications and planning and strategic development services.

Outcomes for Corporate Management:

- 1 Timely, accurate and appropriate advice to the Minister.
- 2 High quality support services.
- 3 Improved information management strategies and services.
- 4 Improved legislation framework.

Key Outputs (and Linkage to Outcomes):

Policy Advice to Government (1)

During the year the Secretariat Unit maintained effective liaison by facilitating consistent and efficient communication between the agency and the Minister; coordinating timely and appropriate briefing notes and statements for the Legislative Assembly sittings; coordinating department-wide information for speech notes and ministerial statements and responses to requests from other agencies; managing the updating of the Government Executive Reporting System and Government Statutory Bodies Register reports; and providing high level advice to all departmental staff on protocols and procedures in relation to ministerial and departmental correspondence and legislative requirements.

Services provided	1999-2000	2000-2001	% Change
Ministerial Briefings	1,524	1,301	(15%)
Cabinet Submissions	80	40	50%
Cabinet Comments	107	97	10%

The Planning and Strategic Development Division was established in November 2000 to provide policy advice to Government within the legislative framework administered by the department. Issues addressed included:

Gambling Policy

Preparing and presenting submissions to the Senate Committees examining interactive gambling developing the new regulatory framework for interactive gaming (the AUSModel), participating in national working parties examining responsible gambling practices, and co-ordinating national gambling research, supporting NT participation in the work of the Ministerial Council on Gambling, and implementing those decisions, assisting with the preparation and passage of the amendments to the *Gaming Machine Act* and regulations to transfer machine ownership from Government to community venues, and to outsource machine monitoring, assisting with the negotiation of new Casino Operators' Agreements; assisting with preparing other gambling licences and agreements; and assisting with the policy on minimum telephone bet levels for bookmakers, and action by Sky Channel to increase the fees for broadcasts.

The focus on interactive gaming reflected a national initiative to amend legislation to control the activity nation-wide. The work undertaken by the division sought to minimise the impact of the proposed changes on operators in the Territory.

Workers Compensation Review

The report of the Working Party was released for public comment, along with a National Competition Policy Review Issues Paper. The Northern Territory's response to the HIH Insurance collapse was considered.

Uniform Consumer Credit Code Management Committee

The department participates on the national policy forum. The division provided input into the national Uniform Consumer Credit Code Management Committee which addressed two significant issues: a proposal to extend the application of the Code to regulate Pay Day Lending; and amending the Code to require credit providers to use a Mandatory Comparison Rate.

Commercial Tenancy Legislation

Assistance was provided in the development of proposals for commercial tenancy legislation.

Provision of Assistance and Advice

The division continued to provide advice and assistance to operational areas of the department, other departments and Commonwealth bodies on various issues including:

- Probity, commercial and operational investigations;
- Employee licensing policy and operational procedures;
- Statutory interpretations;
- Investigation of new gambling proposals;
- Preparation of appointments, delegations and other instruments;
- Risk assessment;
- Small Business Ministerial Council meetings;
- Co-operatives legislation;
- Review of Ministerial Councils;
- Input into the development of new Australian Food Standards and Genetically Modified Organisms regulations; and
- Residential tenancies.

Development and Revision of Strategic and Operational Plans (2,3)

Extensive stakeholder consultations were undertaken as part of the review and refocus of the department's 2000 - 2005 Corporate Plan. The business planning cycle was streamlined and a business plan template and guidelines were provided to business units. A new integrated approach was adopted with the plans of all business units required to show links with departmental objectives; whole-of-Government strategic directions and budget outputs. Performance indicators and quarterly reporting are central to the revised planning cycle.

Internal policy areas such as Human Resources were also drawn into the planning cycle through the integration of performance achievement and development reviews for all personnel. The department has also embarked on capability planning and development to address future skills requirements.

Program evaluations were conducted on the Major Project activities of the Defence and Major Projects Group and the department's quarterly publication *Market Smart*.

Budget Development and Reports for Agency (2, 3)

The department, which was formed in October 1998, has a diverse range of business development and regulatory roles. For the 2000-01 reporting period, the department retained the budget and management structure reflecting the functions that existed prior to its formation.

During 2000-01, the department initiated a modernisation program to refocus its core services and realign its organisational structure. As part of the modernisation, and in keeping with Output Budget reforms, the department restructured its budget on outputs with financial reporting on this basis to occur from 1 July 2001.

During the financial year the following were achieved:

- In conjunction with program managers, expenditure reporting and monitoring requirements were identified. Training sessions were conducted and program areas were provided with on-line access to expenditure information in the Government Accounting System (GAS);
- A review of the procurement system identified ways programs could better control their procurement. New processes and systems were introduced at the end of the financial year; and
- Program managers were trained in Jobcost (a financial management tool in GAS) to improve financial control.

Development and Implementation of Contemporary Human Resource Strategies (2,3)

Staff across the department contributed to the development of the Performance Appraisal process to provide regular monitoring and feedback, and to ensure legislative requirements are met. Performance Appraisal Review six monthly feedback sessions began during 2000-01. The process itself was reviewed after the second round of feedback sessions to maximise benefits to the department and the staff.

Internal recruitment processes were reviewed and streamlined and now include a formal induction process; an employee handbook; and commencement and cessation checklists.

Staff assisted in the revision of key human resource policies. The new policies are available to all personnel on-line.

Occupational Health and Safety (OH&S) committees were established in each workplace and region. These committees report to an Executive OH&S Committee chaired by the Chief Executive Officer.

Departmental travel procedures were reviewed and trials undertaken of a new on-line travel authorisation/database. Departmental travel was audited, resulting in improved travel procedures.

The Secretariat function was reviewed, and improved procedures were introduced.

Communication Activities to meet Organisation Objectives (2,3)

Information Systems and Technology

A new records management system (TRIM) was implemented and is managed by the Information Management Unit. The unit completed a comprehensive file audit to enable the efficient conversion of data to TRIM. TRIM users received training in the use of the new system in conjunction with division heads, the unit wrote the department's functional thesaurus and developed a retention and disposal schedule to enable appropriate and effective records management.

The benefit from installing Webdrawer (web access to TRIM) has been assessed, and it is anticipated the initiative will be accepted in late 2001.

The IT Management unit managed the transition to the new outsourcing arrangements for desktop support, mainframe and non-mainframe (small systems) panels.

A departmental IT Cyclone Plan was developed and made available on-line.

A number of strategic IT projects were undertaken during the year, they included:

- The review of the Work Health Information System. This review is due to be completed in August 2001;
- The desktop hardware and software standards were defined;
- Two IT audits were completed: a resources audit was conducted to identify software and hardware systems and an information and information systems audit was undertaken to identify the information being captured by the department, the systems being employed and any redundancies and duplications which could be addressed; and
- The development of a client contact database to facilitate communication with various Northern Territory industry sectors.

Public Relations and Marketing

All publications were reviewed and aligned to the department's strategic intent and outcomes. Improved procedures for the publication of information were designed and implemented.

A review of internal communications led to, the establishment of regular senior management and staff meetings, an internal newsletter and the provision of policies and guidelines on-line.

A number of publications were produced and distributed including *Market Smart*, *Defence Support* and the Business Women's Consultative Committee (BWCC) *Guide for Home-Based and Micro Businesses*.

Working in conjunction with department business units displays were developed for the NT Show Circuit, NT Expo, Katherine Expo, Centralian Expo, October Business Month, Youth as Consumers, National Youth Week, Australian Hospitality Association Conference, Fred's Pass Rural Show, Coastal Plains Open Day, Katherine Flower and Garden Day, Jape Home Show, Monster Play Group, Palmerston Business Expo and the NTsafe Expo.

The department began a rationalisation of the websites of the various program areas under its umbrella working towards creating one common internet presence.

Professional support was provided to the Business Services Branch in developing and implementing the marketing and media campaigns for October Business Month.

Review of Legislation (4)

In addition to its work in policy development the Planning and Strategic Development Division's major focuses have been the National Competition Policy (NCP) legislative review process, and other legislative reviews.

The NCP review of existing legislation and regulations to meet Commonwealth Government timelines continued. A total of 31 pieces of legislation are subject to review, with seven NCP review obligations completed.

A further 24 NCP obligations are to be completed by June 2002.

The division also had the carriage of, or assisted in, the development and passage of four other Acts.

Performance Reporting -

Business Practices

The primary functions of Business Practices are to reduce work-related incidents, enact the workers' compensation scheme, assist injured workers to return to employment, achieve fair trading through appropriate licensing, education and compliance activities, maintain the business names, corporations and associations register, and implement the Government's Procurement Policy.

Outcomes for Business Practices

- 1 Balanced allocation of resources between preventative and enforcement activities.
- 2 Greater community awareness of responsibilities, obligations and entitlements under work health and dangerous goods legislation.
- 3 A reduced incidence of severe work-related injuries and illnesses in the Territory, through increased compliance with legislation in targeted workplaces and industry sectors.
- 4 Enactment of legislation and revised administrative arrangements, to reduce the cost and time taken to resolve workers' compensation disputes.
- 5 Insurers providing total injury case management.
- 6 Ongoing accurate, timely and reliable advice and support services to the Minister, consumers and traders.
- 7 Expanded Territory business, job growth and electronic trade through strategic government procurement.
- 8 Accurate information recorded on the Business, Associations, Cooperatives and Charities Administration System.

Work Health

This program's objectives are to provide broad community awareness of their responsibilities, obligations and entitlements in respect of OH&S dangerous goods and workers' compensation, reduce the incidence and severity of work-related injuries and illness, minimise the risks to the community associated with the transport, storage and handling of dangerous goods, sustain an equitable and viable workers' compensation scheme; deliver a high quality, responsible service, and ensure that injured workers are assisted in their endeavours to return to suitable employment as soon as possible.

Key Outputs (and Linkage to Outcomes):

Financial and OH&S Data and Information (1,2)

Workers' compensation claim forms provide a source of useful information regarding disease and injury patterns within the Northern Territory workforce.

Work health uses the data to identify and target hazardous workplaces and to provide information to specific workplaces to assist them in identifying and assessing risks when establishing their safety management program. Aggregated data is also used for broader education and promotional activities.

All claims are reviewed weekly to identify common types of incidents, patterns within industry groups or particular workplaces, and to identify non-reporting of serious accidents.

Injury Incidence

Financial Year	96-97	97-98	98-99	99-00	00-01
Fatalities	4	4	6	7	4
Total Claims Accepted	4,285	4,298	4,387	4,151	3,765
Significant Claims (resulting in 5 or more days incapacity)*	1,492	1,443	1,452	1,390	1,345
Incident Rate on Significant Claims**	22.40	21.08	21.42	18.16	17.10
Total Cost of Claims Registered & Paid During the Financial Year***	\$9.16M	\$9.23M	\$10.21M	\$11.36M	\$12.57M

Insurers accepted 3,765 claims during the year. This was a 9% decrease on the previous year.

* Injuries resulting in five or more days absence from work

** Per thousand wage and salary earners - (ABS Cat No. 6248)

*** Includes self insured costs

Claims by Industry Group

Financial Year	96-97	97-98	98-99	99-00	00-01
Accommodation, Personal and Other Services	771	751	819	817	731
Agriculture, Fishing	237	308	321	317	257
Communications	4	0	8	7	3
Community Services	336	297	274	332	278
Construction	399	396	353	284	264
Electricity, Gas	85	54	70	79	51
Finance, Property and Business Services	292	267	277	344	333
Manufacturing	432	439	456	275	234
Mining	317	334	358	298	272
Public Administration	549	562	532	491	472
Transport and Storage	269	306	282	296	273
Wholesale and Retail Trade	594	584	637	611	597

Claims by Occupation

Financial Year	96-97	97-98	98-99	99-00	00-01
Clerical	209	191	205	181	200
Professionals	216	249	204	231	358
Managers	238	233	197	149	82
Salespersons	346	356	375	398	505
Para Professionals	505	474	478	503	433
Plant and Machinery Operators	535	474	445	480	564
Tradepersons	1003	971	1034	931	889
Labourers	1233	1350	1449	1278	734

Claims by Gender

Financial Year	96-97	97-98	98-99	99-00	00-01
Female	1,048	1,070	1,075	1,114	1,059
Male	3,237	3,228	3,312	3,037	2,706

Claims by Type of Incident

Financial Year	96-97	97-98	98-99	99-00	00-01
Falls, Trips and Slips	813	768	747	720	674
Hit Object with body	546	642	667	572	463
Hit by Moving Object	1,047	1,043	1,090	974	856
Sound and Pressure	12	23	22	28	14
Body Stressing	1,208	1,190	1,196	1,219	1,181
Heat, Radiation and Electricity	150	124	148	130	112
Chemicals and Other Substances	117	149	127	130	114
Biological Factors	43	29	38	58	62
Mental Stress	130	90	100	113	117
Other	219	240	252	207	172

Claims by Injury Type

Financial Year	96-97	97-98	98-99	99-00	00-01
Amputation	21	17	19	12	15
Burns	138	132	150	138	119
Contusion	446	525	479	459	383
Disease - Muscular	158	153	144	174	161
Disease - Others	274	228	228	268	249
Disease - Skin	143	138	141	123	67
Foreign Body	227	169	194	158	149
Fractures and Dislocations	317	289	341	284	270
Internal Injury	2	0	2	2	1
Lacerations	689	739	810	704	529
Other Injuries	167	211	183	161	135
Sprains, Strains	1,637	1,620	1,638	1,598	1,614
Superficial Injuries	66	77	58	70	73

OH&S and Dangerous Goods Legislation, Standards, Regulations, Codes of Practice and Advice on Compliance (2,3)

Work Health participated in the development of draft codes of practice on work at height and roofing and cladding to provide industry specific guidance to Northern Territory businesses. The draft dangerous goods regulations were reviewed to ensure national consistency.

Information Resources and Education Programs on Safety Management Concepts and Specific Issues (2,3)

Information resources provided by Work Health were reviewed during 2000-01. *Information Bulletins* and many other publications were placed on the website to enable online access. Some 70,000 information bulletins containing practical safety information were distributed. Safety management education programs were further updated to provide a greater focus on the practical application at the workplace.

Safety management education was provided through 24 full day sessions with a total of 253 attendees. Safety management workshops were held in Darwin (11), Katherine (1), Tennant Creek (4), Alice Springs (3), Nhulunbuy (3) and Yulara (2).

In addition, 42 short modules of 1.5 to two hours were conducted on a wide range of hazard specific subjects ranging from office ergonomics to confined space entry.

Inspection, Audit and Investigation Reports (3)

During the reporting year 2,872 workplace visits were conducted. One thousand of these were conducted to discrete workplaces, the remainder representing follow-ups on identified problems.

16 full workplace audits were conducted. 143 workplace visits were conducted in the process of investigating workplace accidents. Four accident investigations were conducted on a consultancy basis for Comcare.

During the year 265 complaints were investigated and 90% were addressed within five days of being lodged.

Infringement, Improvement and Prohibition Notices and Prosecution (3)

49 infringement notices were issued for specific breaches of safety requirements. The majority of these were issued for items of electrical or work at height safety problems.

10 improvement notices were issued, giving businesses at least seven days to rectify a particular problem prior to any punitive action.

20 prohibition notices were issued for life threatening or potentially life threatening situations. These notices stopped work until remedial action rendered the workplace safe.

Operator and Business Licences

The accepting and processing of operator and business licences by TBC was further refined during 2000-01. Work Health conducted monthly audits of licences issued from TBC to ensure consistent high levels of accuracy. During the year, 2,000 occupational licenses, 609 dangerous goods licences and 333 business licences were issued under the work health and dangerous goods regulations.

During 2000-01 prosecution action was commenced against four companies for breaches of the *Work Health Act* and the *Dangerous Goods Act*.

Compensation

Objectives:

The key objectives are to sustain an equitable and viable workers' compensation scheme, deliver a high quality, responsible service, and ensure that injured workers are assisted in their endeavours to return to suitable employment as soon as practicable.

Key Outputs (and Linkage to Outcomes):

Approved Insurer and Self Insured Certificates (4,5)

Under the *Work Health Act* approval for Insurers and Self-Insurers is renewed annually on 1 December. The second half of the year saw disaster with approved insurer HIH Casualty and General collapsing and going into provisional liquidation on 15 March.

NRMA Insurance Group Ltd gained approval as a Work Health insurer on 15 March 2001.

As a result, there remained five approved insurers during the year.

The number of self-insurers reduced from six to four, with BHP Petroleum Ltd and Broken Hill Proprietary Company Ltd not applying for renewal.

Insurers as at 30 June 2001	Self-Insurers as at 30 June 2001
Allianz Australia Insurance Ltd	Catholic Church (Diocese of Darwin)
CGU Insurance Ltd	Commonwealth Bank of Australia
NRMA Insurance Group Ltd	National Australia Bank Ltd
QBE Insurance (Australia) Ltd	Westpac Banking Corporation
Territory Insurance Office	

Financial Viability Reports (6)

The following table is an aggregation of figures provided by approved insurers and thus excludes self-insurers and most of the public sector.

Workers' Compensation Insurance Business Transacted in the NT (\$000)

Financial Year	96-97	97-98	98-99	99-00	00-01
Net Earned Premiums	27,675	28,311	31,987	44,148	52,432
Less: Claims Incurred	33,572	39,555	63,674	50,148	43,861
Underwriting Profit (Loss)	(5,897)	(11,244)	(31,687)	(6,000)	8,571
Less: Commission	1,096	842	424	1,264	2,089
Other Expenses	4,552	4,789	5,210	4,947	5,039
Add: Investment Income	8,497	7,688	6,003	10,408	7,862
Profit or (Loss)	(3,048)	(9,187)	(31,318)	(1,803)	9,305

The 2000-01 year has seen an increase in net earned premiums of 19% which has contributed to a scheme profit of \$9.3 million. This is a substantial improvement in the insured sector's viability and represents the first profit recorded since 1996.

The claims incurred figure for 2000-01 of \$43.86 million compares to the previous year's claims incurred figure of \$50.15 million. The claims incurred for 2000-01 comprises \$44.64 million (\$40.47 million for 1999-2000) in paid claims, less re-insurance recoveries of \$1.94 million (\$3.65 million for 1999-2000) plus a small increase in outstanding reserves (to cover anticipated future liabilities on current claims) of \$1.16 million (\$13.33 million for 1999-2000). This means that for the 2000-01 year, a total of \$126.46 million has been set aside by insurers as scheme reserves.

Legislation and Education Programs (5,6)

Following the collapse of HIH Insurance, which has left an unfunded liability on the Nominal Insurer which could be in excess of \$50 million, amendments were made to the legislation to enable funding of the Nominal Insurer through a levy on employers. The legislation is flexible as to the nature, level and timing of a levy. While the legislation was commenced in June 2001 a levy has yet to be introduced.

In respect of educative programs, the Rehabilitation and Compensation Unit conducted conjoint programs with the Occupational Health and Safety Division that targeted employers and employees.

Advice and Assistance (5,6)

As part of its advisory role the Rehabilitation and Compensation Unit devoted significant resources to addressing queries from stakeholders within the workers compensation scheme.

In addition to the general advice and assistance provided, the unit also facilitated discussion forums on a more formal basis with the insurance industry, rehabilitation providers, medical profession and mediators.

Dispute Resolutions - Mediation (6)

Mediation is a statutory provision which aims to resolve disputes by sharing information, identifying the issues in dispute and discussing them with a view to reaching a mutually acceptable agreement.

Mediation is a compulsory prerequisite to any application to the Work Health Court and is administered by the Rehabilitation and Compensation Unit

During the year there were 259 requests for mediation resulting in 151 conferences. Of the applications received 138 were for initial claim determination, 85 were for cancellation or reduction of benefits and the 36 remaining requests related to rehabilitation and medical matters. Insurers changed their decision in 42 instances.

164 requests did not result in any change to the original decision while 17 claimants withdrew their application. There were 31 mediations not yet finalised.

Of the 259 mediation requests received, only 97 resulted in an application being made to the Work Health Court. This continues a trend of significant decrease in court applications since the introduction of compulsory mediation on 1 August 1999.

Dispute Resolutions - Permanent Impairment

The reassessment of permanent impairment is a statutory provision for the resolution of disputes arising from dissatisfaction with initial permanent impairment assessments and is administered by the Rehabilitation and Compensation Unit.

During the year there were 39 applications for reassessment made plus 10 outstanding applications from the previous year. Of these four were withdrawn, 29 reassessments were completed and 16 remained outstanding at the end of the year. Of the 29 reassessments completed, 16 resulted in an increased percentage, nine decreased and four remained the same.

Consumer and Business Affairs

The primary objectives of this program are to achieve fair trading in the marketplace, which is aimed at enhancing social equity and economic development in the Territory, ensure that Government procurement is conducted to the economic benefit of the Territory, maintain an accurate register of business names and provide a timely and efficient public search facility, ensure public safety through the licensing of electrical and plumbing workers and contractors in the Territory; and monitor and regulate safety and technical standards in the electricity industry and in electrical installations, and investigate incidences of non-compliance.

Key Outputs (and Linkage to Outcomes):

Business Affairs became part of the Consumer and Business Affairs group in December 2000.

Consumer and Business Mediation (6,7)

Fair Trading Officers provided an ongoing conciliation service for consumers and business while Tenancy Officers provided a service for landlords, real estate agents and tenants.

Education and Information Services (6,7)

Advice was provided on issues including incorporation of associations on business related issues and registration of certain business names.

Throughout the year provision of prescribed information and distribution of information packages to clients and stakeholders continued in a timely manner. The primary focus was to ensure that the community had access to current information either directly or by supporting the work of enquiry officers. A wide range of brochures is available and distributed throughout the Northern Territory.

The unit met its target of responding to 80% of inquiries on the same day.

An ongoing education and consumer awareness program was provided to traders, consumer groups and schools. During the year 241 traders were visited and 11 product safety visits were conducted.

Follow-up seminars and information sessions were conducted in all major centres of the Northern Territory on the administration of the new *Northern Territory Residential Tenancies Act*. Officers of the Tenancy Unit started a program of individual meetings with real estate agents to provide information relating to inquiries conducted by the Commissioner. Over 11,000 copies of the comprehensive booklet *A Guide to Renting in the Northern Territory* were distributed.

The 2000 National Consumer Day theme adopted by the Ministerial Council on Consumer Affairs was *Youth as Consumers*. The project, aimed at teenagers and young adults, was supported by Mambo style graphics and provided useful tips on shopping, renting a property or buying a car. An advertising campaign on television and in print media raised awareness among youth. Fair Trading Officers also distributed information at major shopping centres.

The Ministerial Council on Consumer Affairs also endorsed the Women as Consumers project as a national initiative and the establishment of a Standing Committee of Officers of Consumer Affairs Working Party with participants from fair trading agencies and women's policy areas of government. The project is supported by the Motor Trades Association NT and the Automobile Association NT.

A report *The Way Ahead: Women and the Motor Vehicle Industry* was launched by the Minister in February 2001 and indicated the Territory outperformed many other States and Territories in regard to women customers in the motor vehicle industry. A Territory working group has been formed to progress the recommendations of the report.

An agreement between Consumer Affairs and the Motor Trades Association gave consumers the option of using the services of the association to resolve disputes where its members were involved.

Displays

The group participated in numerous displays including :

- Several fun days organised by the NT Playgroup Association aimed at raising the awareness of parents and carers on toy and product safety, playing safe in the sun, dangerous toys, and safe nursery furniture. These were presented in conjunction with Kidsafe.
- A National Youth Week display at Parliament House to promote the Youth as Consumers project.
- Participation in the Quickstart TCA Home Show 2001, focusing on educating consumers and traders in the benefits of having quotations and contracts in writing.

Seminars

The group facilitated the Alternative Dispute Resolution Forum for the Telecommunications Ombudsman, Banking Ombudsman, and Managers of the Life Insurance Complaints Service and the General Insurance Enquiries and Complaints. This included a public seminar offering information to government, business, community and counselling organisations to provide better utilisation and understanding of dispute resolution support services and procedures.

Regulation of Occupations and Industries (6,7)

This includes activities required by law, including licensing for a group of industries such as motor vehicle dealers, pawnbrokers and secondhand dealers and travel agents in addition to monitoring compliance with relevant laws.

Administrative, Executive and Project Support to Statutory Bodies (6,7)

Support was provided to the Consumer Affairs Council and the Administering Authority for Tow Trucks.

Electrical Safety**Advice to Government and Industry (6)**

Advice on substandard electrical installations and their potential impact on safety was provided to the Minister.

The Electrical Safety Unit continued to offer advice and assistance over the telephone and face to face. Since September 2000, 165 individual advices have been provided.

The Electrical Licensing Board provided advice to the Minister on licensing examination requirements and complaints and also met the legislative requirements of submitting an annual report to the Minister.

Education Campaigns (6)

The Electrical Safety Unit provided information on legislative requirements and continued facilitation of a framework in which contractors are encouraged to make decisions independent of the Electricity Safety Regulator. The second edition of the *Conduit* magazine was issued in December, providing further information on legislation and standards.

Administrative and Legislative Review (6)

Formal mechanisms were adopted for all audit activities and a database developed to administer the audit process.

Licensing activities were reviewed to streamline application and renewal processing to reduce complexity and shorten response times and to accommodate their acceptance at Territory Business Centres.

The *Electrical Workers and Contractors Act* underwent a National Competition Policy review . The review recommendations and other issues were developed for inclusion in forthcoming general amendments to the Act.

Regulation of Occupations and Industries (6-7)

Desktop auditing of electrical contractors started this year. The scheme was expanded to include a reflective audit package, where audit information is collected and presented by the contractors themselves with minimum influence by the Electrical Safety Unit.

Compliance inspections have been made a subset of the audit process with premises for inspection selected through negotiation with the contractor.

Multiple non-compliant electrical installations were identified and 91 investigations were undertaken and acted upon. Additionally 24 unlicensed workers or contractors were identified and investigated.

Reports were instigated and issued for two fatalities, 36 non-fatal electric shocks and 10 fires.

The Board participated in the development of new national training requirements for electricians and was involved in the national development of training and licensing requirements for all electrical workers. The board is currently working with Lift Skills Australia reviewing competencies for electrical workers engaged in the lift industry.

The Board issued 313 new electrical worker's and 50 new electrical contractor's licences. The Board also renewed 543 electrical worker's and 483 electrical contractor's licences. Ten new electrical apprentices were registered with the board.

Plumbing Licensing

Advice to Government and Industry (6)

The Plumbers' Licensing Board provided advice to the Minister on the interaction between licensing and compliance and how its activities impacted upon the plumbing industry. The Board forwarded its annual report to the Minister as required under the Act.

Legislative Review

The *Plumbers and Drainers Act* underwent a National Competition Policy review . The review recommendations and other issues were developed for inclusion in forthcoming general amendments to the Act.

Regulation of Occupations and Industries (6-7))

The Board is an active member of the Australian and New Zealand Regulatory Association. ANZRA sets work practices and standards for the plumbing industry nationally. The Board adopts and applies these practices and standards in the Northern Territory.

The Board issued 15 new Journeyman and 28 new Advanced Tradesman Plumber's licenses. Plumbing licenses are issued for three years and 573 are due for renewal in September 2001.

Procurement Review Board

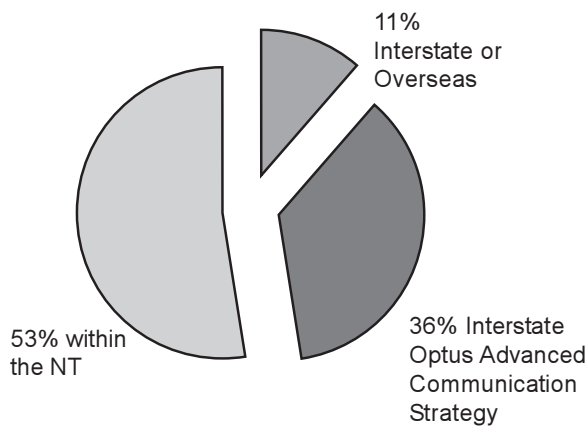
Procurement Review Board Decisions and Guidelines (7)

The Procurement Review Board (PRB) ensured its decisions were consistent with the Government's Procurement Policy and Strategies. The Procurement Guidelines issued by the Board detailed operating procedures for Government procurement personnel and directly reflect the Procurement Policy and Strategies. A foundation principle of the policy has been, and remains, the enhancement of the capabilities of local business and industry.

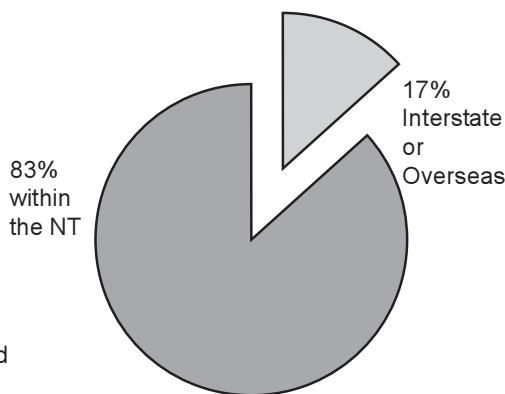
A total of 835 tender recommendations to enter into contracts were received with a total value of more than \$417 million for the 2000-01 year compared with 496 tender recommendations to enter into contracts received with a total value of \$303 million for the previous year 1999-2000.

The following diagrams provide further details of tender recommendations for the 1999-2000 and 2000-01 financial years.

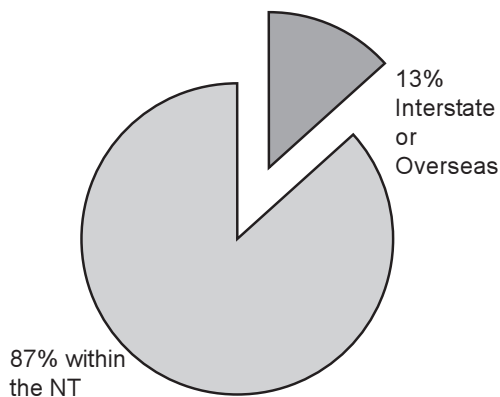
Tender Recommendations approved by the PRB by \$ Value 1999-2000.



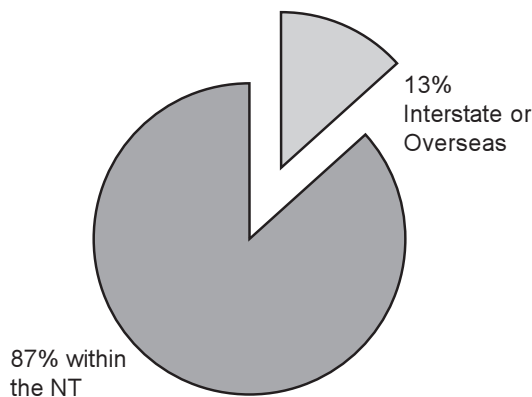
Tender Recommendations approved by the PRB by the number of submissions 1999-2000.



Tender Recommendations approved by the PRB by \$ Value 2000-01.



Tender Recommendations approved by the PRB by the number of submissions 2000-01.



Publication of Government Procurement Opportunities and Performance Data (7)

Government tender invitation information was published in the Thursday edition of the *Northern Territory News*, as well as regional newspapers when considered appropriate. Tenders were also advertised on the Contract and Procurement Services, Department of Corporate and Information Services, website at <http://notes.nt.gov.au/tender.nsf>. Details of contracts arranged over a value of \$5000 were published weekly in the Northern Territory Government Gazette.

Administration of the Trade Measurement Inspection and Reverification Program and Provision of a Product Safety Program (6)

The Trade Measurement Unit continued its compliance program for measuring instruments in use for trade. The main focus of the program was the testing of weighbridges and flow meters used for sale of petroleum fuels and liquefied petroleum gas. Weighing instruments at wholesale and retail outlets were also inspected. A high level of compliance (94%) was noted which enhances consumer and business confidence in transactions of goods and products sold by measurement. Data on trade measurement performance is included in the report of the Commissioner of Consumer Affairs, see Appendix 2, page 87.

Register of Business Names, Incorporated Associations, Cooperative Societies and Searches of the Registers (8)

A total of 1506 associations are incorporated in the Northern Territory, with an increase of 67 new associations over the reporting period. Balanced against this 59 associations were removed from the Register on the basis of not continuing their objectives and purposes.

A total of 23,224 business names are now registered in the Northern Territory. For the reporting period 4,289 new business names were registered, and 649 names ceased.

Property Agents Licensing

Consumer and Business Mediation (6,7)

The Agents Licensing Board (ALB) and Property Agents Licensing Group received complaints from members of the public against licensed agents and registered agents' representatives. Complaints were investigated to establish whether there were grounds for lodging an application for disciplinary action and inquiry.

During the year the Board held four inquiries into applications for disciplinary action under Sections 44 and 68 of the *Agents Licensing Act* compared to 13 the previous financial year. This represents a 69% decrease in these inquiries. Disciplinary action included fines up to \$500 and a caution.

Education and Information Services (6,7)

The Property Agents Licensing Unit provided ongoing support, information and advice to industry and clients.

On 8 August 2000, the Agents Licensing Fidelity Guarantee Fund of the Northern Territory entered into a \$105,500 funding agreement with the Real Estate Institute of the Northern Territory (REINT) for the provision of educational facilities and training, educational co-ordination and a telephone enquiry service to the general public and real estate industry. The funding agreement ran from April 2000 to March 2001.

On 13 June 2001 the Minister approved funding to the REINT of \$86,322.75 for April to December 2001. In accordance with the agreement, the REINT provided quarterly reports on its activities to the ALB.

Administrative, Executive and Project Support to Statutory Bodies

The Agents Licensing Board is an independent statutory board established under Part II of the *Agents Licensing Act* with responsibility for licensing real estate and business agents, agents representatives and conveyancing agents. The Board is empowered to hold inquiries into applications for disciplinary action brought before the board by the Commissioner of Police, the Registrar or any other person. The Property Agents Licensing Unit supports the board.

The Act requires the Board to meet when necessary for the exercise of its powers and performance of its functions. During the year, real estate and conveyancing board meetings were combined and bi-monthly meetings were held. An additional three meetings were held to consider licence applications.

The Agents Licensing Fidelity Guarantee Fund provides compensation to any person who suffers a pecuniary loss arising from a defalcation of trust monies or misappropriation of any other property. The fund is made up of contributions and levies paid under the *Agents Licensing Act*, licence and registration fees, fines imposed by the Board and interest from the investment of the fund. The Fund Control Committee maintains and operates the fund.

As at 30 June 2001 the fund had cash assets of \$588,808, investments of \$6,198,257 and land and building assets of \$302,482.

Regulation of a Number of Occupations and Industries

The Property Agents Licensing Unit carried out the day to day functions of licensing and regulation on behalf of the Board. The Unit is responsible for ensuring that real estate and business agents, their representatives, conveyancing agents and auctioneers deliver services in an appropriate manner and conduct their business in accordance with the *Agents Licensing Act* and *Regulations and Auctioneers Act*.

Licences held as at 30 June were:

Licence/Registration Type	2001	2000
Real Estate and Business Agent	179	179
Real Estate & Business Agents Representative	352	486
Conveyancer	30	31
Auctioneer	198	177

Licenses granted were:

Licence/Registration Type	2001	2000
Real Estate and Business Agent	31	21
Real Estate & Business Agents Representative	66	76
Conveyancer	3	2
Auctioneer	23	34

Performance Reporting -

Industry Development

The primary functions of the Industry Development Activity relate to developing and delivering high quality business improvement programs, maximising local business growth and maximising financial assistance to Territory business and industry in support of their activities.

Outcomes for Industry Development

- 1 Increased numbers of new businesses established and improved existing businesses, to increase employment opportunities.
- 2 Continued successful integration of defence force personnel into the community.
- 3 Significant increase in the amount of defence work undertaken by private enterprise in the Territory.
- 4 Securing opportunities for Territory business through the construction of the Adelaide to Darwin railway.
- 5 Growth of the industrial and commercial base of the Territory including increased economic activity in regional areas.
- 6 Continued appropriate investment in Territory tourism infrastructure services and products.

Industry Investment

The objectives of this program are to combine extensive industry investment, knowledge and easy-to-use processes, with motivated and highly skilled people to provide strong supportive investment services to the Territory industry and business sector.

Key Outputs (and Linkage to Outcomes):

Assistance to Business (1,5)

The Industry Investment Branch provided facilitation and financial assistance to businesses across regional and local spheres. Examples of the grant funding support provided by the department are:

- A Tennant Creek mine rehabilitation project received \$41,000 to develop a process to treat old tailings dams, with commercial and environmentally friendly outcomes. The project is expected to have a life of six years at the Tennant Creek site and employ up to 30 people;
- A Darwin firm received \$40,000 to establish a sport shooting projectile manufacturing plant in Darwin. The plant will be the sole supplier to the national body, the National Rifle Association of Australia. This business has identified export opportunities to New Zealand and South Africa;
- Assistance was provided to a local wildlife park to establish a big cats enclosure, providing educational and commercial benefits; and
- A Darwin engineering design firm received \$38,500 to trial its advanced technology design solution on a large international oil and gas platform. The trial, if successful, is expected to generate substantial income and employment opportunities.

Financial assistance also continued to the barramundi sea cage farm on Bathurst Island (\$308,000). This project is well developed and will provide long-term employment for the Tiwi people.

The company managing a multi-million dollar forestry plantation on Melville Island received facilitation assistance of \$5,000 to establish a seedling nursery in Darwin to service the future needs of the the plantation.

In the IT sector, the Industry Investment Branch provided facilitation assistance to enable the development of a high speed fibre optic cable link through Palmerston, Casuarina, Nightcliff, Sanderson, Royal Darwin Hospital and the Darwin CBD.

Assistance was also provided to a local consortium tendering for funds from the Building on Information Technology Strategies (BITS) program. The tender was successful and brought about \$10 million funding to the Northern Territory.

Industry Expansion and Attraction (1,5)

The Industry Investment Branch facilitated more than 30 visits to the Northern Territory by businesses investigating opportunities to do business. The Branch developed an investment package, comprising electronic and paper based information on opportunities for investment in the Territory. More than 50 investment packs were distributed to enquirers from interstate and overseas. Other investment attraction initiatives included input into bodies such as Invest Australia, the Northern Territory Centre for Energy Research and the Board of QANTM Australia CMC Pty Ltd (QANTM).

Business Intelligence (1,5)

Statistical and other business information was identified, collated, interpreted and presented in presentations, hard copy publications and electronic data for generic investment and project specific purposes. Generic information was used to promote opportunities within the Northern Territory to potential local and national investors. Targeted specific information was prepared for project proponents, providing additional information to support business decisions relating to investment into the Northern Territory.

Business and Skilled Migration (1, 4,5)

Information, advice and assistance was provided to Northern Territory businesses and potential investors on Commonwealth migration programs. Key outcomes in 2000-01 include:

- Approval of the Northern Territory's first application under the Regional Established Business in Australia scheme;
- Northern Territory sponsorship for a Zimbabwean applicant under the Business Skills Migration Business Owner category;
- Assistance to a German citizen for an Independent Executive visa to purchase a tourism business in the Territory;
- Assistance to four Northern Territory businesses with sponsorships for long term temporary visas for skilled overseas recruits; and
- Certification of 27 sponsorships under the Regional Sponsored Migration Scheme (RSMS).

The table below shows the certifications by the Northern Territory since the scheme commenced in 1995.

In 2000-01 RSMS applications came from employers in Yulara (4); Alice Springs (9) Nhulunbuy (1); Jabiru (1) and Darwin (12). Sponsorships included education and health care professionals, chefs and trade positions.

	95-96	96-97	98-99	99-00	00-01
RSMS Applications	8	28	18	28	27
		3 withdrawn	1 withdrawn	2 withdrawn	1 withdrawn

Management of Memoranda of Understanding (2,4)

The Northern Territory Government has Memoranda of Understanding (MOU) with Tasmania, the Australian Capital Territory and South Australia to foster closer economic cooperation to increase trade prospects for business. In 2000-01 the focus was on Northern Territory/South Australia projects with the potential to generate business for the Adelaide to Darwin railway.

Northern Territory/Northwest Adelaide Linkages Project: Stage Two

In consultation with other Northern Territory Government agencies and the Chamber of Commerce and Industry, a consultant, Hudson Howell Asia Pacific Consulting, funded by the department, identified the export readiness of 35 Northern Territory businesses and synergies with north-west Adelaide businesses to enhance export opportunities. The consultants worked with 21 firms to address specific export market and business assistance needs and completed their report in October 2000. The Northern Territory firms also participated in Stage Three which included market research and assistance to develop the export opportunities identified. Stage Three commenced in February 2001 with a target completion date in the first quarter of 2001-02.

Asian Gateway Working Group

The Northern Territory Government endorsed participation in the Asian Gateway Working Group on 23 January 2001. This group, made up of representatives from the private and public sectors, is focused on developing the Adelaide/Darwin transport corridor as the primary transport route for trade with Asia.

Defence and Major Projects

The objectives of this program are to assist in the growth of local industry through maximising their opportunity to participate in defence and major infrastructure development in the Territory.

Key Outputs (and Linkage to Outcomes):

Policy Advice to Government and Local Industry (2,3)

Defence Support Update, a bimonthly newsletter was distributed to Northern Territory Businesses during 2000-01 via the department's comprehensive mailing list. This newsletter has continued to provide contemporary information on emerging defence issues and relevant policy decisions to local industry.

The *On Track* newsletter disseminated information on emerging issues with the Alice Springs to Darwin Railway. About 1000 people or organisations received this regular update via a fax stream maintained by the department.

Information on the impact of the Defence White Paper to industry and Government was prepared and disseminated. The Branch also co-ordinated the Northern Territory Government response to the community consultation process - *Defence Review 2000*.

Lobbyist Strategies on Behalf of Territory Industry (2,3)

The department provided a secretariat service and advice through the Northern Territory co-chairman of the Northern Territory Government / Department of Defence Executive Consultative Group. This group includes senior representatives from both organisations and is designed to provide a forum to discuss significant strategic issues. It also provides an opportunity to promote the Northern Territory's industrial capability.

A secretariat service was also provided to the Australian Industry and Defence Network (AIDN-NT), an approved association of approximately 50 members that aims to maximise defence expenditure, both operational and support, and encourage the transfer of defence related technology and skills. This network ran briefings and meetings with the support and assistance of the department and was used by Government and Defence to provide the views of industry on a wide range of issues.

Contact was facilitated between industry and major stakeholders in the Alice to Darwin Railway construction through a series of workshops, seminars, industry briefings and public displays.

The department provided on-going support to local businesses on identified opportunities to ensure they had the necessary knowledge and skills to present their capabilities to the appropriate Defence personnel.

Business Opportunities Flowing from Defence Presence and Investment in Major Projects (1)

The Local Industry and Aboriginal Participation Plan (LIAPP) entered into by Asia Pacific Transport requires 75% local (Northern Territory and South Australia) participation during the construction of the railway.

The department enhanced opportunities for local business participation in major projects through sponsorship of workshops in various fields including industrial relations, human resource management, partnering, costing and tendering.

Creation of Appropriate Business and Government Networks (2,4)

The department's Major Projects Unit established an intra-governmental rail group, which met weekly and ensured consistency and accuracy of rail-related information flow to all interested parties.

The department hosted the Northern Territory Railway Business and Employment Group, which comprises senior business personnel, CEOs of NT Government departments and representatives of the NT Industry Search and Opportunities (ISO) office and the Local Government Association. This network formalised arrangements for maximising rail-related outcomes for Northern Territory businesses.

In conjunction with the Commander, Northern Command, the Unit continued to develop the INDDEF initiative to promote the use of local capability by defence, particularly in times of increased activity. INDDEF is designed to put in place a series of protocols that identifies:

- Local industry capability; and
- Appropriate contact points to ensure use of this capability is maximised rather than using interstate goods and services.

The Unit has worked to ensure a strong network of relevant contacts in defence is developed and maintained across a wide range of areas.

Strategic Information which Identifies Emerging Trends and Significant Business Opportunities (2,3)

Through its contacts the department identified appropriate information relating to upcoming significant defence projects and disseminated this information to industry.

The department arranged for senior defence personnel to provide briefings to industry on issues of importance, particularly those issues that impact on the way defence does business with the private sector.

Integration of Strategies for Defence Force Personnel and their Families (2,3)

The department continued to chair the Community Integration Committee, which comprises representatives from defence, Northern Territory Government and local government and discusses issues relating to the defence presence in the North. The Committee met several times during the year to discuss issues relating to defence personnel and their families in Darwin and Palmerston. Issues discussed included driving in the Wet Season, different support mechanisms for defence spouses and education and health facilities.

Business Services

The objectives of this program are to support Territory businesses to build capacity, capability and reputation, through the delivery of high quality business services to intending new and existing Territory businesses.

Key Outputs (and Linkage to Outcomes):

Lodgement and/or Processing of Agency Registrations, Licences and Permits (1)

Territory Business Centres (TBCs) in Darwin, Katherine, Tennant Creek and Alice Springs have been operating for two years and are the frontline of the department's services to business. TBCs provided a high standard of customer service, and delivered a comprehensive range of business related functions, including business name searches, registering business names, determining relevant licences and permits for establishing a business in the Northern Territory, issuing and processing a variety of licences, and providing direct referral for business information and assistance.

Over 63,260 TBC services were provided during 2000-01. A total of 4,289 new businesses names were registered, 8,776 business name extracts issued, 3,431 trade promotions and 3,105 occupational health and safety and dangerous goods licences were processed and issued.

A further 671 security officer, 627 crowd controller licences and 379 special liquor licences were issued since the transfer of functions from Racing, Gaming and Licensing to TBC on 1 October 2000. In addition, TBCs delivered the Business Licence Information Service (BLIS), with over 410 BLIS queries processed.

An Up-to-date Business Information and Call Centre Service (1,5)

The department continued to provide up-to-date business information and provided more than 2,090 business information kits during the year. A range of new products and services were developed and delivered during 2000-01. These included the development of new information products including *A Step by Step Guide to Starting a Small Business*, *A Cashflow Planning Worksheet*, *A Business Guide for Indigenous People* and new *Fast Facts* information bulletins.

In 2000 TBC services included 17,753 over-the-counter and more than 36,330 call-centre services. This is an increase of more than 31% compared with the previous year.

The TBC website (www.tbc.nt.gov.au) has been continuously enhanced to make accessing information easier for Northern Territory business. The website received over 599,000 successful hits over the year. TBCs have received excellent feedback from clients on the timely and efficient service provided through the website.

Coordinated Agency Involvement in a Range of Key Business Awards (1)

The Business Services Branch continued to support key business award programs to promote the reputation and success of Territory businesses as providers of quality goods and services. Special financial assistance totalling \$61,954 for award sponsorship and support was approved to seven different organisations during 2000-01. Appendix 3 provides details.

In addition, although it was not an official sponsor of the Telstra Northern Territory Business Women's Awards, the department provided \$2,000 in-kind support for the inclusion of the Chief Minister's Innovation Award, to celebrate and reward a Territory business woman's innovative approach to doing business.

An Information and Intellectual Property Referral Service (1,5)

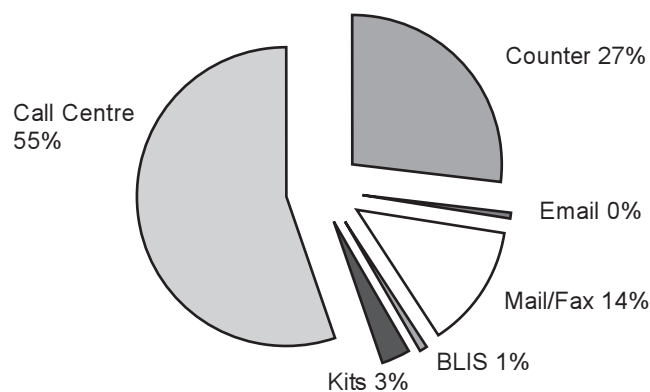
Business Information Products and Services

High quality, up-to-date business information and assistance was provided to more than 1,100 clients during 2000-01. In Darwin, over 880 new or existing businesses sought assistance through the department's business consultation service, and more than 2,090 business information kits were provided. In April 2001, a new program of proactive client visits was initiated, with the department's client managers visiting in excess of 130 businesses in the three months to June 2001.

The department remained responsive to client needs and continued to develop and deliver new products and services. Examples of some products developed are contained on page 29.

The department fulfilled a formal agreement with the Australian Taxation Office for the provision of information and referral services in relation to the New Tax System and Business Activity Statements.

Territory Business Centre Services 2000-01



Intellectual Property

The Intellectual Property referral service remained popular and handled 114 (109) specific queries relating to patents, trademarks, copyright and designs, with a further 104 (37) people attending Intellectual Property seminars and consultations during the year. Where available 1999-2000 figures are shown in brackets.

Youth Desk

The Youth Desk continued to provide information and to assist young Territorians to gain business knowledge and skills, and to start and manage their own businesses. The Youth Desk received 92 (90) specific youth queries in 2000-01. This service is provided through the department's four Territory Business Centres.

Getting Started - A Business Assistance Scheme for Youth also proved popular, with some 63 expressions of interest resulting in eight complete business plans being reviewed during the year. The school visitation program, which offered presentations tailored to secondary school economics and business studies students, was delivered to 19 schools throughout the Top End.

The Youth Desk has also continued its involvement and promotion of a number of key awards for young Territorians, including Operation Livewire and the Youth Business Award.

Women in Business

The Business Development Branch continued to develop and deliver a program of services to assist and facilitate the success of women in business, and to provide secretariat and project management support for the Business Women's Consultative Council (BWCC).

The BWCC hosted 14 key events during the year, attracting 1,012, up from 700 attendees in 1999-2000. Significant achievements include the launch of the new BWCC website

(www.bwcc.nt.gov.au) and the Women in Business database. The new BWCC publication *Employing Staff in the Northern Territory - A Handy Guide for Small Business* was officially launched in May 2001. Close to 1000 free copies of the guide have already been distributed. A reprint is scheduled for August 2001. Planning has also commenced for a new mentoring program for women in business, which is to be piloted in the Alice Springs region during 2001-02.

Enterprise Improvement Services

In 2000-01, the Department of Industries and Business approved assistance to 36 businesses, including four indigenous enterprises, under the Business Growth program. Appendix 3 provides a breakdown. In total, 48 businesses completed Business Growth programs during the year.

The department's Business Growth programs offered information, funding and development services specifically structured to meet the unique needs of Territory businesses.

In 2000-01, Northern Territory businesses were invited to participate in a Business Growth Overview program to assist them in securing work opportunities arising through the construction of the Alice Springs to Darwin Railway. Seven established businesses from Alice Springs, Tennant Creek, Katherine and Darwin took part in the program during the year.

The Business Growth program was formally reviewed and evaluated in 2000-01. This review confirmed that the program is client focused and responsive to the business community, with nearly 90% of participants considering the program to be a very good or excellent investment by the Northern Territory Government.

Technology and Innovation Services

This joint initiative between the Commonwealth Department of Industry, Science and Resources and the department has continued to promote the development and uptake of leading-edge technologies to improve industry productivity and competitiveness. This formal, strategic alliance has also encouraged and facilitated access by Territory businesses to federally-funded schemes such as AusIndustry's R&D Start and Commercialising Emerging Technologies (COMET) programs.

Through the Technology and Innovation Services program, close alliances have been formed with industry bodies such as the Welding Technology Institute of Australia (WTIA), with a particular focus on the Northern Territory's planned future resource and infrastructure developments. Through these partnerships, the department continued to identify up-skilling requirements and facilitated development opportunities such as training in new technologies and world's best practice.

eBusiness

The department is committed to assisting Northern Territory businesses to adopt on-line technologies, by providing programs and assistance to develop awareness and skills in eBusiness. The eBusiness Unit was established in February 2000 and is focused on helping businesses to become globally competitive. It provided free and confidential eBusiness consultations to new and existing business.

The eBusiness team visited over 60 individual businesses and provided information and electronic business development assistance to 155 clients across the Territory during the year.

Through the eBusiness Unit, the department sponsored 17 free AUSe.NET workshops in September and October 2000. The workshops attracted 116 participants in Darwin, Alice Springs, Nhulunbuy, Katherine and Tennant Creek. The workshops were aimed at small and medium sized businesses to raise their awareness of the advantages of eBusiness. They focused on educating business people about using electronic business strategies such as using the Internet and eCommerce as business tools.

In September 2000, the eBusiness team worked with a joint venture company Remote Australia Pty Ltd, to develop a plan for a business-to-business exchange in regional Australia. Together, the team and the company, prepared a successful funding submission to the National Office for

the Information Economy's (NOIE) Information Technology Online (ITOL) program, and assisted in facilitating the development of a public and private sector consortium. One of the outcomes of the project was the development of a web portal called www.goRA.com.au which allows regional and remote business to be included in a directory of businesses operating in and for remote Australia. The project received funding from the department under the Business Growth program.

The Unit also developed an online directory of information technology and communications businesses in the Northern Territory, for businesses to source assistance in developing their e-business initiatives. This directory is known as eDIRECT.

Manage the NT Products Symbol Act (NT Made) (1,5)

The NT Made logo continued to be popular with the manufacturing industry and many micro-businesses in the arts and crafts industry. During 2000-01, a review of the Northern Territory Product Symbol Act was commenced, to explore options for supporting the marketing of goods made and produced in the Northern Territory, as well as services delivered by Territory enterprises.

Development and delivery of specific business workshops and seminars (1,5)

A total of 743 (856) people attended business-related information seminars delivered by the department throughout the year.

In July and August 2000, the department sponsored 20 workshops for new and established businesses, with 280 participants attending. In September 2000, the department changed the way it provided these business workshops. From 1 September 2000, the new Business Enterprise Centre (BEC), under contract to the department, delivered a further 100 Introduction to Small Business workshops in all major regions of the Northern Territory. These workshops attracted a total of 1,038 participants.

In conjunction with the Office of Aboriginal Development, the department also sponsored small business workshops for indigenous clients in Ramingining in July 2000. The department has also developed a proposal to deliver training opportunities in a number of other remote communities.

October Business Month

October Business Month (OBM) is the premier annual business event presented by the department, and has grown in size and popularity since it began in 1994.

OBM's corporate sponsor Yellow Pages continued its gold sponsorship of OBM 2000.

OBM 2000 saw comprehensive and wide-ranging program of events 147 in total and attendance numbers were again very strong with 4,075 participants. Using overall figures, this represents a 4% decrease in participation over the previous year. However, in preparation for the introduction of the New Tax System, 21 GST seminars were delivered in conjunction with the Australian Taxation Office. These seminars attracted a total of 1,898 participants, thus boosting total attendance levels for OBM 1999. After removing this statistical aberration, attendance for 2000 increased by 14.5%, proving that OBM is a quality, relevant event which is meeting the information requirements of the Northern Territory business community.

In addition, the new Octbiz website (www.octbiz.nt.gov.au) attracted 4,391 hits.

Year	No. of Participants	No. of Events
1996	735	13
1997	2,474	65
1998	2,753	71
1999	4,272	101
2000	4,075	147

Assistance to Business (1,5)

In total, 26 businesses received financial assistance or approvals totalling \$852,527 through industry development grants. Appendix 3 provides details.

Sponsorship totalling \$89,500 was approved for 10 businesses or associations across a wide range of industry sectors. Appendix 3 provides details of the assistance approvals.

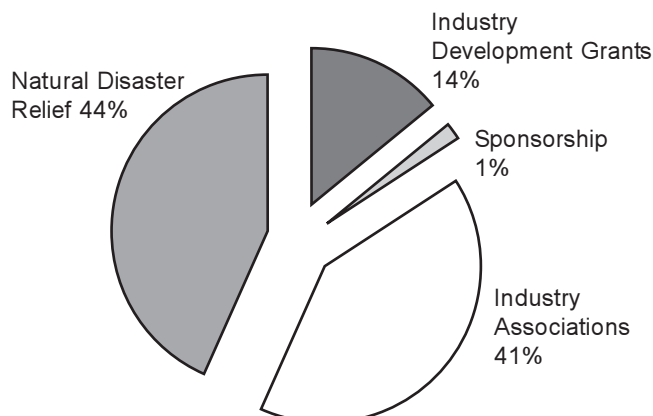
Fifteen industry associations and non-profit organisations received financial assistance funding and/or approvals totalling almost \$2.5 million to assist with operational funding and ensure continuity of their services to the Northern Territory business and industry sector. Appendix 3 provides details of this assistance.

Management and administration of the department's Katherine Flood Natural Disaster Relief Arrangement Loans continued with its portfolio of 48 loans totalling over \$2.6 million.

Export Marketing Assistance Scheme (4,5)

The Export Marketing Assistance Scheme (EMAS) was enhanced and relaunched by the Minister in December 1999. This proactive marketing scheme financially supported 33 Territory businesses with assistance funding and/or approvals totalling \$100,708. This is an increase on last year's activity of 20 businesses assisted to a value of \$57,944. Appendix 3 provides details of this assistance.

Assistance to Business 2000-01



Performance Reporting -

Regional Operations

The primary functions of the Regional Operations Activity relate to implementation of regional development policy, coordination of a whole-of-Government approach to regional development and co-ordination of the agency's service delivery to regional centres.

Outcomes of Regional Operations

- 1 Co-ordinate the preparation of regional masterplans.
- 2 Provide support for the Council for Regional Development Northern Territory and regional economic development committees.
- 3 Provide strategic advice on the development and implementation of regional development strategies to support regional economic development.
- 4 Ensure the efficient delivery of the agency's programs and services to regional centres.
- 5 Continued appropriate investment in Territory tourism infrastructure services and products.

Regional Development

The objectives of the Regional Development Division are to provide strategic policy advice and coordination for a whole-of-Government approach to regional development.

Key Outputs

Policy Advice to Government, Industry and the Community on Regional Development (1,3)

The department provided secretariat support to the Council for Regional Development Northern Territory (CRDNT) and through this forum received advice on issues affecting regions.

The membership of CRDNT consisted of representatives from the five regional economic committees and the NT Area Consultative committee.

The five regional economic development committees are:

- Central Australian Regional Development Committee;
- Barkly Regional Economic Development Committee;
- Katherine Region Economic Development Organisation;
- East Arnhem Business Development Association; and
- Darwin Rural Economic Development Committee.

Strategic Planning Advice to Industry, the Community and Government (1,3)

Regional plans have been developed in Central Australia (*Alice in 10*), Barkly (*Barkly Blueprint*) and were commenced in Katherine, East Arnhem and Port Keats.

The department worked closely with the Government's regional coordination committees to provide a whole-of-Government approach to regional issues and projects.

Creation of Appropriate Business, Community and Government Networks (1,2)

The department provided secretariat support for the regional economic development committees. These committees provided an opportunity for business, community and government representatives to meet and discuss regional issues and opportunities.

Regional Services

The objectives of the Regional Services program are to manage the regional offices in Alice Springs, Tennant Creek and Katherine, direct the functions of the Procurement Review Board in Alice Springs and to represent the agency and deliver its products and services in the Territory's regional areas.

Key Outputs

Efficient Delivery of the Agency's Services in the Regional Areas (4)

Regional offices located in Alice Springs, Tennant Creek and Katherine had dedicated or representative staff for the four main functions of Industry Development, Business Practices, Regional Operations, and Racing, Gaming and Licensing. Staff were allocated as follows:

Location	Industry Development	Business Practices	Regional Operations	Racing, Gaming & Licensing
Katherine	1	2	1	1
Tennant Creek*	1		1	
Alice Springs	1	6	4	7
Total	3	8	6	8

*Officers from Alice Springs also serviced Tennant Creek and surrounding areas. On average officers visited the areas at least monthly, with Yulara visited twice a year and as needed.

Pine Creek, Timber Creek, Elliott, Borroloola and Yulara were visited on a regular basis. Nhulunbuy and Jabiru were serviced from the Darwin office.

The Director, Regional Development, chaired the Alice Springs Procurement Review Board, and the department also provided secretarial services. Regional managers in Tennant Creek and Katherine were members of their respective boards.

Growth in Regional Businesses through the Provision of Business Training and Development Programs (4)

Small business workshops continued to be a major part in the provision of business training and were offered throughout the regions in the main regional centres along with Nhulunbuy, Jabiru and Borroloola.

Over the reporting period 54 workshops were scheduled with 302 people booking, 201 attended giving an average of 3.7 per workshop.

In 2000-01, 622 business names were registered in the regions, with 102 in Katherine, 56 in Tennant Creek and 464 in Alice Springs. This averaged 51.8 registrations per month.

Regionally seven businesses have been approved with assistance totalling \$47,500 under the Business Growth program.

The Community Builders and Rural Leadership Program did not operate during the reporting period.

Manage the TBCs in Regional Centres (4)

TBCs are located in the department's regional offices in Katherine, Tennant Creek and Alice Springs. In the past year the TBCs recorded the following transactions* (transactions for 1999-2000 are shown in brackets):

2000-01	Counter	Phone	Mail/Fax	Total
Katherine	1,392 (606)	1,259 (563)	26 (40)	2,677 (1,209)
Tennant Creek	447 (149)	81 (56)	20 (10)	548 (215)
Alice Springs	2,482 (2,687)	1,267 (1,289)	234 (250)	3,983 (4,226)
Total	4,321 (3,442)	2,607 (2,408)	280 (300)	7,208 (4,651)

*These transactions also reported under TBC (Business Development), see page 30.

Tourism

The objectives of the Tourism program are to establish appropriate tourism infrastructure, services and products to cater for existing needs to stimulate market growth and ensure sound policy advice is given to assist Government decision making.

Key Outputs

Facilitating and Assisting, where Appropriate, Investment in, and Development of, Tourism Infrastructure. (1, 6)

Progress on the Strategy for the Tourism Drive Market continued through the management and implementation of the Tourism Drives Program and the various themed tourist routes under that program.

Implementation of the Explorer Highway tourist drive together with South Australia continued, with the installation of 10 new info dossier stands at a number of locations along the Explorer Highway. Work continued on the alternative loop roads off the Explorer Highway being Natures Way and Pioneer Path.

Queensland and the Northern Territory Governments entered into a partnership to develop a Corridor Management Plan for the Savannah Way Adventure Drive route with consultants appointed to prepare its strategic framework. It is anticipated Western Australia will commit to extend the route to Broome.

Queensland and the Northern Territory also partnered to develop a Corridor Management Plan for the Overlanders Highway tourist route.

Ongoing reporting was provided to the accommodation sector through financial support of *Hotels Northern Territory* - a tourism benchmarking study forecasting accommodation occupancy and yield levels.

Strategic Planning Advice to the Tourism Industry (1, 6)

Extensive liaison continued between Queensland, Western Australian, South Australia and other relevant Northern Territory Government agencies to facilitate development of various themed tourist drives.

The Unit met with a number of potential investors and developers and provided advice regarding infrastructure requirements as outlined in the new Tourism Development Masterplan.

In the 2000-01 year, the Tourism Development Masterplan Funding Program encouraged applications from a wide field of eligible incorporated organisations such as regional museums and indigenous communities. Assistance totalling \$123,500 was provided to the following 12 organisations:

Tourism Development Masterplan Funding Program Grants	1999-2000
Chung Wah Society Inc.	\$ 4,500
Australian Aviation Heritage Centre	\$ 5,100
Tourism Top End	\$14,772
Nguiu Government Community Council	\$ 5,000
Manyallaluk Aboriginal Corporation	\$11,398
Pine Creek Government Community Council	\$ 7,500
Katherine Region Tourist Association	\$4,000
Victoria River Tourism Development Group	\$10,360
Ntaria Council	\$35,000
Alice Springs School of the Air	\$5,000
Central Australian Aviation Museum	\$19,800
National Trust (NT) McDouall Stuart	\$1,138
Total	\$123,500

Strategic planning advice to the tourism industry (5)

The department undertook a Territory wide study of caravan park facilities to scope the need for regulation to initiate minimum operational standards.

July 2000 saw the launch of the *Northern Territory Tourism Development Masterplan 2000-2005*. This important strategic planning document builds on the achievements of its predecessor, sets directions for the next five years and identifies priority issues for Government to work with the tourism industry to ensure its continued growth and excellence. Three major issues identified are the provision of year round access, provision of experience based accommodation (wilderness lodges and safari camps) and professional industry standards.

The department's widely accepted *A Guide to Tourism Business* publication addresses the Tourism Development Masterplan 2000-2005's recommendation to up-skill and improve the quality of tourism products and service. In addition, the guide has been established as the major reference document in obtaining accreditation under the Northern Territory Tourist Accreditation Program.

Performance Reporting -

Racing, Gaming and Licensing

The primary functions of the Racing, Gaming and Licensing Branch are management of horse and greyhound racing, collection of gaming machine, lottery and casino revenue, regulation of lottery and casino operations, community gaming machine operation including maintaining central monitoring systems, issuing liquor, gaming, security and escort licences, declaration of restricted areas, development and promotion of responsible liquor practices, kava management and inspection activities.

Outcomes for Racing, Gaming and Licensing

- 1 Improved compliance within the licensed industries.
- 2 Maintained integrity of gambling revenue by Government.
- 3 Improved integrity and control of gambling industry.
- 4 Increased awareness among the community of the responsibilities of the liquor industry relating to the *Liquor Act* and liquor related issues, along with improved liaison with licensees, the community and law enforcement agencies.
- 5 Decreased frequency and severity of liquor and kava related offences.
- 6 Increased efficiency in administering and disposing of seized property.
- 7 Improved accuracy in gambling and liquor data maintenance and analysis.
- 8 Increased efficiency in administering and issuing licenses.
- 9 Improved integrity and control of technology-based gambling systems and achievement of greater operational efficiencies, resulting from access to technology support systems in all areas.
- 10 Increased attractiveness and quality in the Territory gambling environment, including technological advances in the industry.
- 11 Efficient and appropriate disbursement of grants.
- 12 Compliance with lotteries regulations.

Industry Licensing

The objectives of the Industry Licensing program are to minimise harm and promote acceptable and responsible practices within the racing, gaming, liquor, kava, private security and escort agents industries.

Key Outputs (and Linkage to Outcomes):

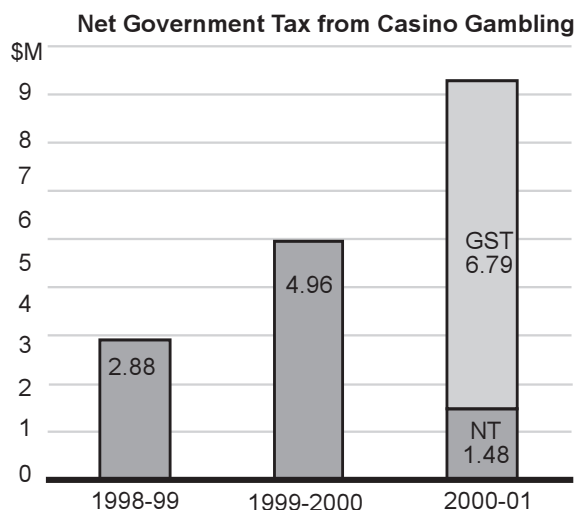
Where available, results for the 1999-2000 year are shown in brackets.

Revenue Collection (2)

Revenue from Casinos

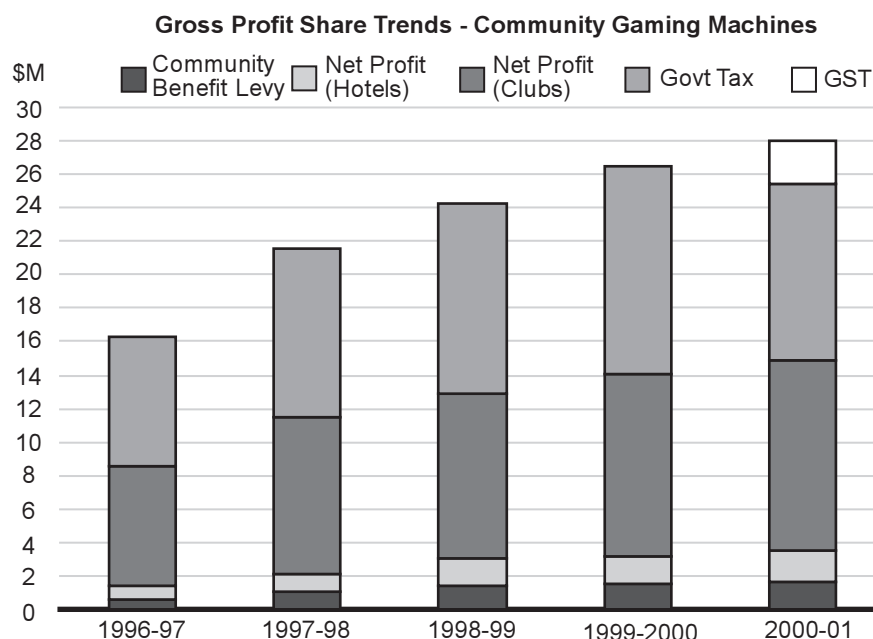
From 1 July 2000, gambling service providers and licensees were required to pay GST on gambling gross profit generated within Australia. The introduction of GST resulted in adjustments of gambling tax rates in order to offset the impact of the GST on gambling operators.

Territory tax revenue, excluding GST, received from MGM Grand, Lasseters Hotel and Lasseters Online casinos during 2000-01 was \$1.48 million. The following chart indicates the Government revenue received from casinos in the last three financial years.



Revenue from Community Gaming Machines

For 2000-01, gaming machine tax revenue, GST exclusive, amounted to \$10.6 million (\$12.4 million). The following chart shows trends in gaming machine revenue share from 1996-97 to 2000-01.



Community Benefit Levy collected in 2000-01 was \$1.6 million (\$1.5 million). In the reporting year, \$531,206 (\$70,420) was disbursed to 18 community organisations. A list of recipients and amounts funded is provided in Appendix 9.

Inspections (1)

Licensing Inspectors completed 987 inspections of liquor licensed premises in the reporting period.

In relation to community gaming machines, 19 (25) and 27 (2) inspections were conducted in the northern and southern regions respectively.

With respect to MGM Grand and Lasseters Casinos, the Licensing Division has a Casinos' Compliance Management Plan in place in both the northern and southern regions to improve compliance within the industry.

Integrity of the Gaming Industry (1-3)

Conferences and Meetings

The Director of Licensing and licensing officers continued to maintain a good working relationship with internal and external clients by attending a number of meetings and conferences. The division continued to contribute to licensing related working parties and took proactive action to stay abreast of gambling technology and industry development.

The department hosted the annual Australasian Casino and Gaming Regulators Conference in June 2001. The conference was attended by national and international representatives.

Community Gaming Machine Reform

Gaming Machine Amendment Bill 2000 enabled the outsourcing of the gaming machine monitoring functions and the transfer of ownership of gaming machines from the Government to licensees.

On 30 November 2000, the Minister for Racing, Gaming and Licensing announced the introduction of reforms to the Northern Territory gaming machine industry after an extensive review of the industry. The review was based on the *Northern Territory Gaming Machine Industry Review 1998* by Mr Otto Alder, the *Report into Australia's Gambling Industries* released by the Productivity Commission and the National Competition Policy review requirements.

The reform intended to improve the community gaming machine industry with more competition and increased commercial benefits to the industry. The objective was to provide gaming machine venues with more control over their gaming machine operations while maintaining the probity and integrity of machine gaming.

During 2000-01, an Industry Liaison Unit was formed with the representatives from the Racing, Gaming and Licensing Branch, Treasury, the Australian Hotels Association and the NT Clubs Associations to undertake major microeconomic reform in close consultation with the industry participants. The Director of Licensing and the gaming machine reform team travelled throughout the Northern Territory to speak with individual licensees about the reform process and its impact on the industry.

NT TAB Pty Ltd was issued with the Monitoring Provider's Licence on 29 June 2001.

As at 30 June 2001, 61 gaming machine venues purchased 690 Government owned gaming machines. One club decided to lease its 16 gaming machines from the Government for a limited period.

Casino Regulation

The new MGM Grand Casino Operator's Agreement effective from 1 April 2001 was signed on 12 March 2001 between the Minister for Racing, Gaming and Licensing and Diamond Leisure Pty Ltd and MGM Grand Australia Pty Ltd.

In 2000-01, six (6) formal complaints were investigated at the MGM Grand Casino and four (6) were resolved in favour of the Casino.

Lasseters Hotel Casino had one (1) significant dispute and eight (2) disputes were reported with respect to Lasseters Online.

Licensing of Casino Employees

	Licensed Employees as at 30 June 2001	Licences issued in 2000-01
MGM Grand	216 (212)	61 (75)
Lasseters Hotel Casino	97 (104)	33 (66)
Lasseters Online	64 (45)	34 (27)

Number of General Gaming and Poker Machines

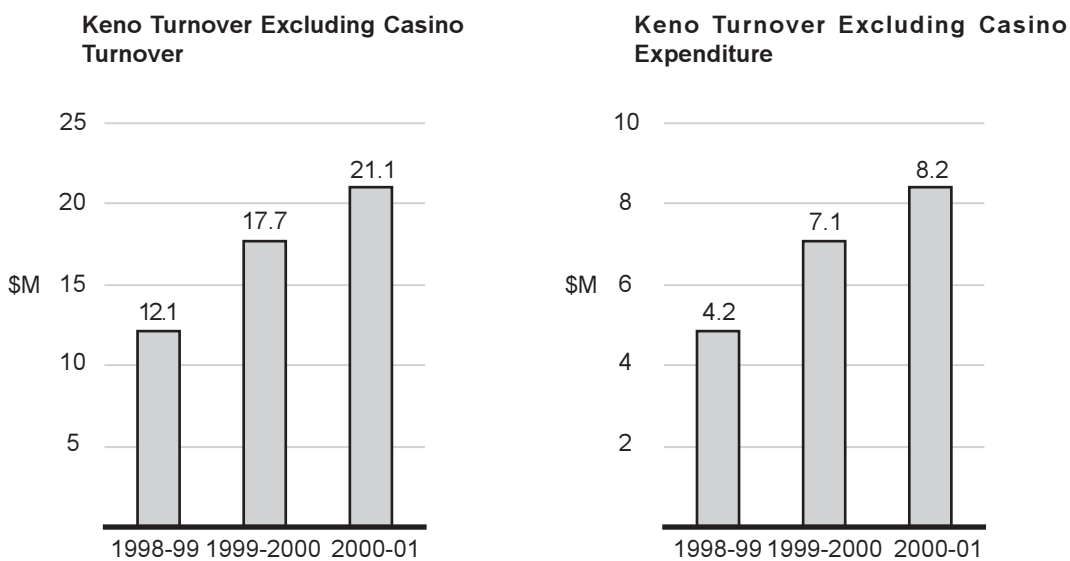


Note: General Gaming includes Baccarat, Sic-Bo, Blackjack, Super Seven, Caribbean Stud, Money Wheel, Roulette, Poker Machines, Two-Up and Multiple Action.

NT Keno

Gambling patrons participated in NT Keno operated by the MGM Grand Casino in 42 (39) clubs and hotels. The Minister for Racing, Gaming and Licensing granted three NT Keno permits during the reporting year.

For 2000-01, NT Keno turnover and expenditure increased by 16% and 15% respectively over the previous financial year. Due to the introduction of GST, the NT Keno tax rate was reduced from 8% to 0% of Keno expenditure for the period 1 July 2000 to 31 March 2001. From April 2001, a new tax rate of 12%, GST inclusive, came into effect in accordance with the new Casino Agreement.



Probity Check and Liaison

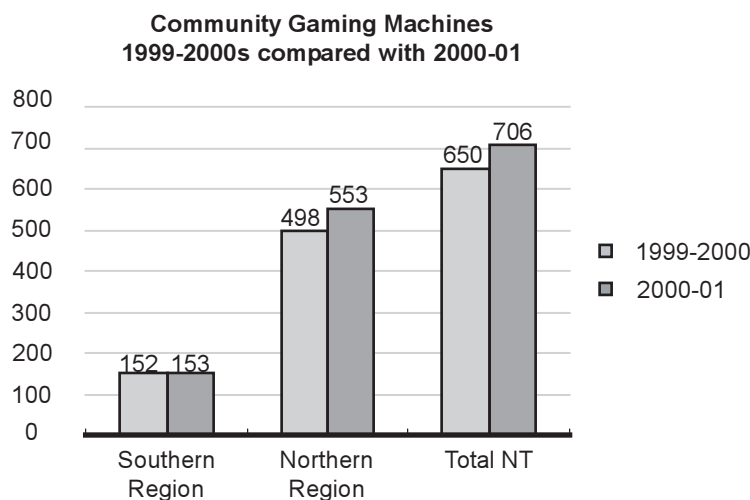
The Licensing Unit investigated all licence applications and three gaming machine licences were issued during the reporting year.

In 2000-01, 110 (201) machine manager licence applications were received and 94 (53) full licences and 38 (23) provisional licences were issued during the year.

The Licensing Unit also provided a helpdesk service for all gaming machine operators and members of the public. In 2000-01, liaison officers responded to 3066 (4407) telephone inquiries and raised 1622 (1966) requests for gaming machine repairs.

Community Gaming Machines

As at 30 June 2001, there were 706 gaming machines in 62 venues. The following graph shows that the total number of gaming machines has increased by 9% from 1999-2000 to 2000-01.



The Government purchased 70 gaming machines in 2000-01 to satisfy increased allocations. The Government purchased a total of 875 gaming machines, of which 169 gaming machines were written off during the five and a half years of Government owned gaming machine operations.

Detailed numbers of Government owned machines by manufacturer are provided in the following table.

Brand	95-96	96-97	97-98	98-99	99-00	00-01	Total
Aristocrat	135	75	30	76	30	70	416
Olympic	70	40	15	32	-	-	157
Vidco	60	-	-	-	-	-	60
AWA	45	10	-	-	-	-	55
VLC	40	40	-	-	-	-	80
IGT	-	-	45	42	20	-	107
Total	350	165	90	150	50	70	875

Commission Decisions in Relation to Relevant Acts (1-8)

The Licensing Commission made decisions on various issues under the relevant Acts including the *Licensing Commission Act*, *Gaming Control Act*, *Gaming Machine Act*, *Liquor Act*, *Racing and Betting Act*, *Private Security Act*, *Kava Management Act*, and *Prostitution Regulation Act*. Decisions made in the 2000-01 financial year are reported in Appendix 4, Report of the Northern Territory Licensing Commission.

Development of Policies and Procedure Manuals, Delegations and the Issuing of Directives (1-8)

To achieve greater operational efficiency in the Licensing Unit, a general delegation manual was developed. In the reporting period, new directives and a procedure manual were also issued under the *Gaming Machine Act*.

Preparation and Distribution of Discussion Papers and Budget Reports (1-3,5-8)

In 2000-01, the Licensing Unit released a discussion paper on Community Gaming Machine Reforms involving privatisation of Government owned gaming machines, outsourcing of the central monitoring system and outsourcing of gaming machine repair and maintenance service.

Briefs for Commission Hearings and Meetings (1-8)

There was an increase in the number of commission members, from five to nine in 2000-01. The increased number of members allowed the Commission to deal with a range of matters simultaneously and at different locations throughout the Territory.

The formal Hearings of the Commission are normally presided over by the Chairman or the Legal Member. The Chairman is required to chair all Hearings at which the Chairman is present. The Commission is required by legislation to keep records and minutes of all meetings. Its decisions are published on the department's website.

The Commission's monthly business meetings last normally two days. Most meetings are held in Darwin, others in Alice Springs. Special meetings, usually restricted to a quorum of three, are conducted on an ad hoc basis to deal with urgent matters.

During the reporting period the Licensing Commission was supported by the Director of Licensing and licensing inspectors who prepared applications, objections, complaints and reports for the commission's consideration.

Inspection Reports (1,4,5)

Liquor inspections were conducted to improve compliance in accordance with the liquor licence conditions imposed by the Licensing Commission. In addition, inspections focused on increasing awareness among the community of the responsibilities of the liquor industry with the aim to decrease the number of liquor related offences on licensed premises.

Detect and Investigate Offence Reports (1,4,5)

Licensing Inspectors investigated a total of 18 breaches of the *Liquor Act* in relation to minors on licensed premises, intoxicated persons on licensed premises, liquor sold to intoxicated persons on licensed premises and other breaches of licence conditions.

In the reporting period, there were 104 restricted areas in the Territory. Restricted areas are areas in which the sale, consumption and possession of liquor are generally prohibited. A list of restricted areas is at Appendix 6.

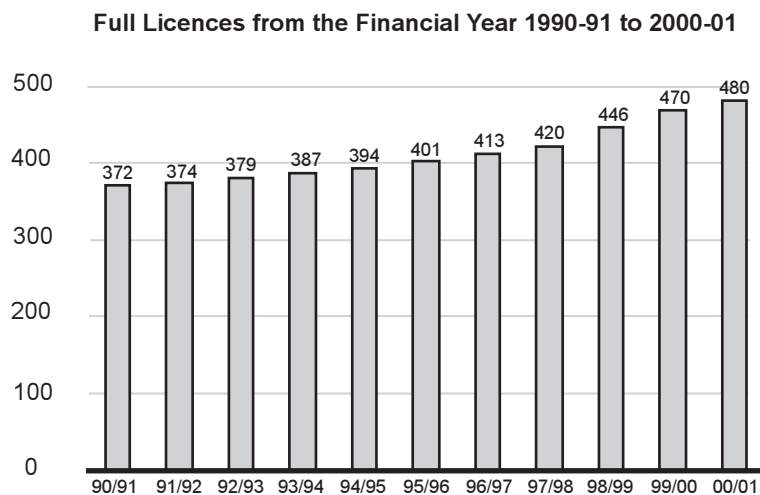
Under Section 95 of the *Liquor Act*, conveyances used to breach the restricted area provision by introducing or importing liquor into restricted areas are seized and impounded on behalf of the Commission.

Conveyances and Liquor Seized in 2000-01

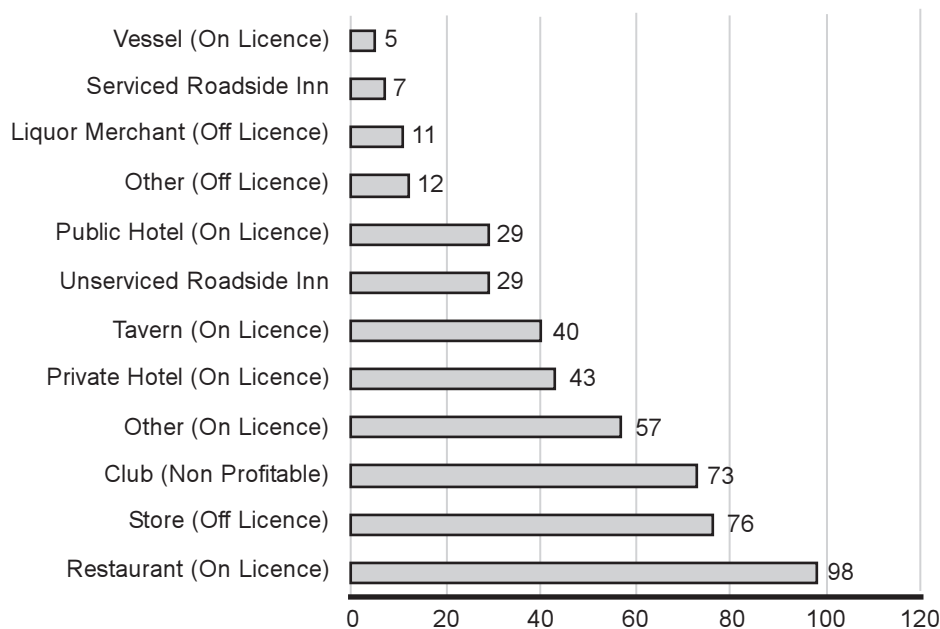
	1999-2000	2000-01
Conveyances Seized (87)	69	87
Conveyances Returned (23)	26	23

Full Liquor Licences (8)

In the reporting year, there were 480 full liquor licences in the Northern Territory.



Full Licence by Licence Categories 2000-01



Declaration of Restricted Areas (4-6)

Under Section 74 of the *Liquor Act*, the Commission may declare that a specified area of land shall be a restricted area. Upon the declaration of a restricted area, the Commission may declare that the restricted area is restricted in respect of liquor other than a specified type of liquor. Restricted areas are intended to reduce harm associated with liquor in Northern Territory communities.

Statistical Reports for the Commission, Industry and Government (7)

Gambling and liquor related statistical reports were submitted to the Licensing Commission to assist its Hearings. Liquor and gambling statistics were also provided to internal and external clients on a request basis. During 2000-01, regional per capita liquor sales and gambling expenditure figures were provided to the Australian Bureau of Statistics for its Regional Statistics publication. The Licensing Unit has also provided the Tasmanian Gaming Commission with the Northern Territory gambling statistics for the Australian Gambling Statistics publication.

Racing

The objectives of the Racing program are to regulate the racing industry effectively, support the growth and development of the racing and betting industries in the Territory and maximise revenue to Government.

Key Outputs (and Linkage to Outcomes):

Revenue Collection (1,2)

Total bookmakers' turnover for the year ended 30 June 2001 was \$530.417 million, an increase of \$191.648 million or 56.5% over 1999-2000. Of that amount, sports betting turnover was \$339.566 million, an increase of \$100.1 million or 41.8% over 1999-2000.

Turnover tax rates were amended on 1 July 2000 to make allowance for GST.

Bookmakers have a 'betback' or lay off facility of up to 25% of their daily turnover.

Funds Distribution (1,2)

In early 1999, the Government entered into discussions with the racing industry to establish a new funding strategy for the next five years. As a result of agreements with the industry, new funding arrangements commenced on 1 July 1999.

These arrangements comprise a package of direct industry grant funding as well as debt retirement and a one-off capital development contribution by Government. The total package represents a contribution to industry of approximately \$30 million over five years. These arrangements replaced those previously funded through the Industry Assistance Fund and the Racecourse Development Fund.

Regulation and Control of Racing (1,2)

Bookmakers

During the year:

- 18 race betting permits and three sports betting licences were renewed;
- Eight new permits were issued; and
- Four bookmakers did not renew.

The above figures include 11 permits issued to interstate bookmakers to enable them to field at the Darwin and Alice Springs Cup carnivals.

Disputes

During the year, 25 sports betting disputes were received, with nine found in favour of the clients and 15 in favour of the bookmaker. One dispute was referred to the Office of Consumer Affairs.

Greyhound Racing

The Racing Commission, under the provisions of the *Racing and Betting Act*, administers the Greyhound Racing Rules. The Racing Commission supplies stewards and graders to regulate and control greyhound racing in the interests of the public, under the auspices of the Racing Commission.

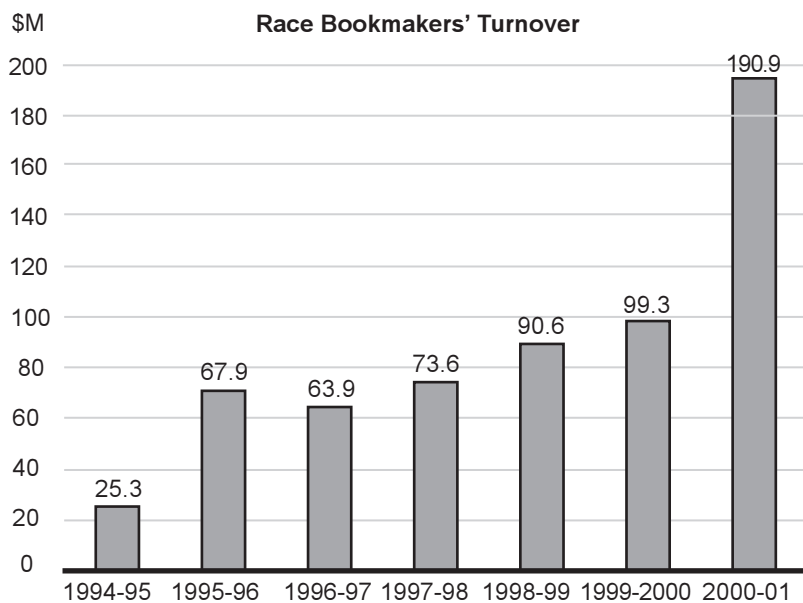
For the year ended 30 June 2001, 51 meetings were held, featuring 250 races at an average of 4.9 races per meeting. A total of 1693 greyhounds started in races, with the average field size being 6.8 dogs.

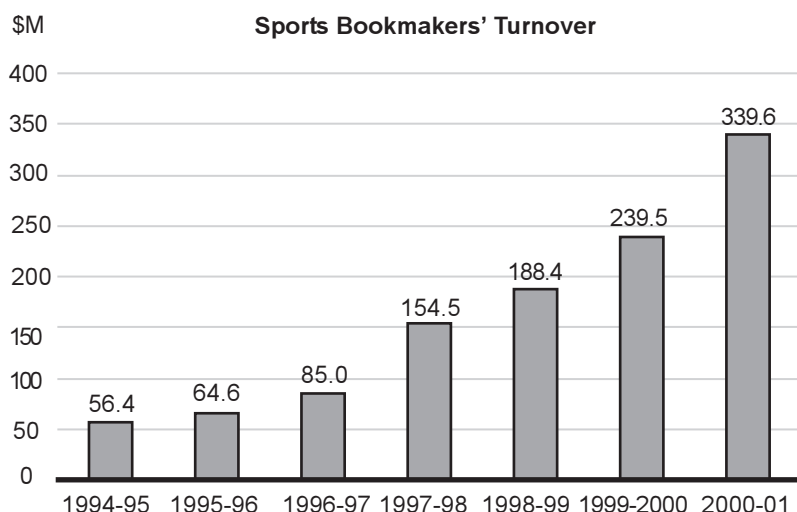
Bookmakers' Turnover Comparisons with the Previous Year

	2000-01 \$000	1999-2000 \$000	VAR %
Darwin - Fannie Bay	63,495	43,517	45.9
Darwin Greyhound - Winnellie Park	27	117	(76.9)
Alice Springs - Pioneer Park	22,601	11,911	89.7
Country Racecourses	284	525	(45.5)
Auditorium	104,444	43,214	141.7
Sub Total	190,851	99,284	92.2
Sports	339,566	239,485	41.8
Total	530,417	338,769	56.6

NT Bookmakers Turnover Analysis

	Galloping \$000	Trotting \$000	Greyhounds \$000	Sports \$000	Total \$000	Total %
NT	4,136	-	27	-	4,163	0.8
VIC	25,243	-	-	-	25,243	4.8
NSW	27,402	-	-	-	27,402	5.2
SA	10,360	-	-	-	10,360	1.9
QLD	12,585	-	-	-	12,585	2.3
WA	6,524	-	-	-	6,524	1.2
Other	130	-	-	-	130	0.1
Auditorium	93,902	7,695	2,847	-	104,444	19.7
Sports	-	-	-	339,566	339,566	64.0
Total	180,282	7,695	2,874	339,566	530,417	100





Systems (Gambling Technology Regulation)

The objective of the Systems program is to enhance the commercial returns from gambling for the generation of Government revenue and the general community benefit.

Key Outputs (and Linkage to Outcomes):

Acquisition of Technologically Current Computer Systems Relevant to the Delivery of the Authority's Core Business (1-3)

Due to the integration of the former Racing and Gaming Authority into the department and the exponential growth in industry activity, the program relinquished responsibility for the provision of Information Technology support.

Development of Business Plans, including the Technical Specifications for Efficient and Effective Technology Based Gambling Industries (1-3)

The advent of internet based gambling and its inherent complexities has resulted in an acceptance that it is not feasible for the department to develop technical specifications without providing potential operators with the flexibility to submit alternative technical solutions. Consequently the focus of core activity has shifted to risk-based regulation. To this end, a series of risk analysis projects are planned to assess all the major gambling operators in the Territory.

Testing Procedures and Controls for Technology Based Gambling Systems (1-3)

Continued participation in national forums has resulted in the adoption of nationally Accredited Testing Facilities (ATFs). The administrative procedure associated with gambling system approval is simplified through a certification process while involvement in the evolution of testing procedures and controls is maintained.

Investigation of, and Strategic Planning Relating to, the Impact of Technological Advances in Gaming Technology and its Impact on Territory Revenue Generation, and the Integrity of Gaming in Cyberspace (1-3)

The department is developing a gambling regulation model unique in Australia. This model integrates nationally recognised technical standards and risk management practices.

This model will enable the department and gambling operators to effectively manage business risk while ensuring cost effective regulation conducive to industry growth.

Lotteries

The objective of the Lotteries program is to efficiently and responsibly regulate lotteries operating in the Territory.

Key Outputs (and Linkage to Outcomes):

Lotteries Permits (12)

(Results for the 1999-2000 year are shown in brackets where they are available).

In 2000-01 the Australian Lottery Company trading as the Territory Lottery Company continued to conduct a mail order lottery business under Government licence for the sale of the Territorian Lottery and Tattersalls products.

In 2000-01 four (3) Territory Lotteries were drawn and revenue received from these lotteries amounted to \$88,781 (\$191,129) in 2000-01, representing a decrease of 54% from 1999-2000.

Northern Territory received \$1.63 million (\$1.75 million) from the Victorian Government for international Tattersalls sales by the Australian Lottery Company.

As at 30 June 2001, there were 724 (468) listed approved associations of which 231 were active and 493 were inactive. Approved associations are non-profit associations approved by the Director of Licensing to conduct fund raising activities, including lotteries.

During the year 109 (120) and 57 (51) major lotteries were approved in the northern and southern regions respectively. Major lotteries are lotteries in excess of \$600 in prospective ticket sales that must be approved by the Director of Licensing subject to eligibility, suitability and compliance.

For the same period, 4,657 (4,333) trade promotion applications were approved in the northern region and 75 (31) were approved in the southern region. Six (5) businesses were granted 12 month generic approvals to conduct trade promotions.

Commercial and Foreign Lotteries

The Minister for Racing, Gaming and Licensing may approve the sale of foreign lotteries in the Northern Territory. In accordance with the *Gaming Control Act*, commercial lotteries operations approved in 2000-01 were:

- Tattersalls for the sale of Tattslotto, Super 66, Instant Money Lottery, OZ Lotto, Soccer Pools, Powerball, Mid-Week Lotto and Tatts Two; and
- The Australian Lottery Company for the sale and conduct of the Territory Lottery and for the sale of Tattersalls products overseas.

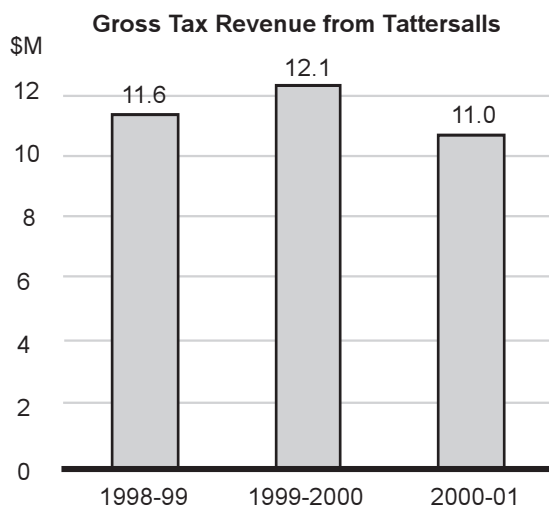
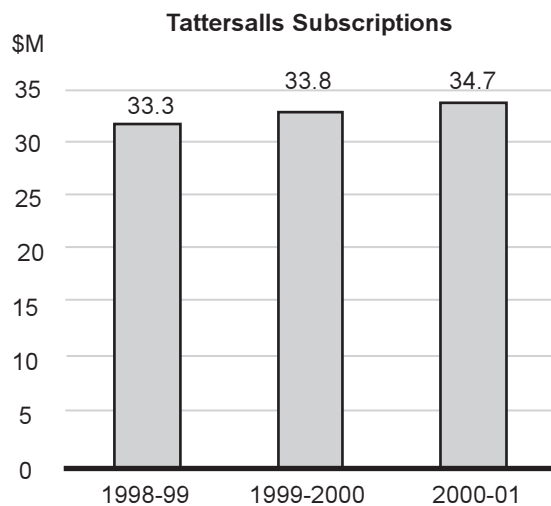
For 2000-01, the Government through the Victorian Government received \$11.5 million gross tax revenue from Tattersalls.

Grants to Industry and Community (13)

In accordance with the *Gaming Machine Control Act*, the Director of Licensing pays monies received from lotteries into the Lotteries Fund Account established under the *Financial Management Act* and the *Gaming Machine Control Act*.

Proceeds in the Lotteries Fund are paid to the Consolidated Revenue Fund and to charitable organisations and bodies which, in the Minister's view, promote the welfare of the community and to the Sports and Recreational Development Fund.

Funding applications from charitable organisations are processed and forwarded by the Director of Licensing to the Minister on a monthly basis for his consideration. During the 2000-01 financial year, 63 (62) applications were processed and 50 (43) organisations were granted a total of \$108,110 (\$92,300). A list of approved applications is at Appendix 7.



Note: Tax 2000-01 rates reduced due to GST.

Human Resource Management

Under the Service Level Agreement, operational human resources management activities such as payroll, recruitment and workers compensation are provided by the Department of Corporate and Information Services. Activities within the department remain focused on streamlining in-house service delivery, oversight of the delivery of outsourced functions, provision of high level strategic advice to management and resolution of the more complex human resources management issues arising through the course of the year.

A Human Resource Task Team (HRTT) of department representatives was established with the following Terms of Reference:

- A strong client focus in the department.
- Increased awareness of good HR practices, policies and procedures.
- Adoption of the departmental values.
- Managers managing for results.

Following consultations across the department, the team developed a range of projects and strategies. The Personal Achievement and Development Review (PADR) process was developed by the HRTT with significant input from and consultation with departmental staff and managers at all levels.

Training and Development

The department is committed to staff training and development and actively participated in the HRD Network. Three employees undertook the Public Sector Management Course this year. Seventy eight training courses including Ministerial Briefings, Building Greater Confidence and Developing and Implementing Projects were undertaken by staff at all levels to address their identified needs and to ensure the efficient and effective delivery of services in line with the department's goals and values.

The department increased its commitment to providing opportunities to Northern Territory youth by engaging a range of trainees. Two Business (Office Skills) Apprentices, one in Alice Springs and one in Darwin, were provided with on the job training integral to the achievement of a Certificate III qualification over 12 months. An additional graduate trainee was engaged during the year maintaining the department's commitment at two. Over two years the graduates are provided practical work and project experience across a number of areas of the department. The department also for the first time undertook to support an Aboriginal and Torres Strait Islander cadet. The cadetship provides academic, employment and financial support over four years during which the cadet undertakes tertiary studies.

Performance Management

A PADR process has been developed and implemented across the department. All employees have now participated in the review. This process has clarified the employees' roles and responsibilities and provide timely and accurate feedback on current performance and future training requirements at both a personal and corporate level.

Occupational Health and Safety

The department continues to ensure that all occupation health and safety requirements are met in accordance with the relevant legislation. Occupational Health and Safety Committees have been formed at all the department's work sites and are responsible for facilitating consultation and cooperation on safety matters and for making recommendations to management on the implementation of the occupational health and safety plan. The comprehensive plan was developed with the assistance of the Department of Corporate and Information Services. Staff members were provided with training appropriate to their appointment as floor wardens and first aid officers.

Cyclone emergency plans have been developed and implemented and special purpose kits prepared for each site. No significant issues were reported during the year. All building repairs, maintenance and modifications were undertaken in full consultation with all those affected and managed to ensure staff safety.

Equity and Diversity

All policies relating to equity and diversity within the department were reviewed and updated in the last quarter of the year 2000. The principles of equity and merit are applied to the recruitment process ensuring transparency and fairness. A small number of staff including the CEO attended cross cultural awareness programs. This low level of participation is a concern and will be addressed in 2001-02.

Employee Assistance Program

A formal Employee Assistance Program Contract is currently in place between the department and the Employee Assistance Service (NT). This program provides free counselling and consultation services for employees and their immediate family and is utilised on a regular basis through self-referral and by referral by supervisors. No major issues have been reported during the reporting period.

Corporate Overview

Vision

The Northern Territory - our business, our success, our future.

Mission Statement

Working in partnership to actively stimulate a competitive economy for the benefit of all Territorians.

Values

Professionalism is our core value, demonstrated in all that we do through:

Our Clients

We are committed to providing a high level of service in an efficient, timely, objective and impartial manner.

Our Standards

We:

- Maintain confidentiality and integrity;
- Support diversity, equity and fairness; and
- Accept full responsibility and accountability.

Our Culture

We:

- Are innovative and creative in delivering positive outcomes;
- Achieve results through effective team-work and communication;
- Promote a happy and supportive work environment; and
- Recognise commitment to a balance between our work and personal lives.

Our People

We:

- Encourage continual learning and personal development;
- Treat each other with respect, trust and openness; and
- Recognise each other's achievements.

Key Focuses

Be a leader in the provision of business and facilitation services

- Provide information, services, programs, support and assistance to meet the needs of Northern Territory businesses.
- Encourage a culture of continual improvement, innovation and entrepreneurship in Northern Territory businesses.
- Foster opportunities for local business growth and development through the establishment and enhancement of programs, networks and alliances.
- Facilitate growth of Northern Territory businesses in interstate and offshore markets.
- Facilitate the development of targeted support and programs to assist businesses to be competitive and to capitalise on emerging opportunities.

Identify and promote investment opportunities to grow and diversify the Northern Territory economic base

- Identify potential industry gaps, market investment opportunities, facilitate investment and encourage joint ventures to maximise the opportunities for and the potential of Northern Territory industry.
- Maximise service industry growth in the Northern Territory in collaboration with key government and private sector stakeholders including the IT&T industry.

Assist Northern Territory businesses to take advantage of opportunities in the changing economy

- Develop and implement an eBusiness strategy for Northern Territory businesses working with key government and business stakeholders to achieve and implement eBusiness development.

Act effectively as the responsible co-ordinating agency for the Northern Territory's regional development

- Working in partnership with communities and government agencies to provide programs and assistance to support the development of regional Northern Territory.
- Provide a direct link between the people in the regions and government.
- Facilitate a whole-of-Government approach to the facilitation of regional development projects and processes.
- Develop and facilitate the implementation of regional masterplans.

Advise and assist business and the community of opportunities, rights, responsibilities and obligations

- Develop, maintain and participate in promotional and educational activities and forums associated with key legislation and current business opportunities.
- Liaise with key stakeholders regarding legislation, commercial and government initiatives.
- Provide a coordinated information program.

Promote and maintain a competitive, fair and equitable business environment

- Establish and administer equitable regulatory standards to meet industry and community needs.
- Develop revenue policy through consultation with industry and other agencies that maximises benefit to the community.
- Administer statutory fees and charges.
- Maintain a proactive policy development and review program attuned to market-place reform, industry development and government priorities.

Achieve a client focused skilled organisation and efficiently and effectively use human, physical and financial resources

- Frame all strategic directions within a whole of government context.
- Adopt an integrated approach to planning, performance, program and budget management, evaluation and reporting.
- Develop and implement an Organisation Change and Development Plan with a strong human resource planning and development at its core.
- Develop and implement an Information Technology and Telecommunications Strategic Plan for the department.
- Facilitate effective communication between the department and the Minister's office.

Strategic Issues

The strategic issues facing the agency include:

- Capturing and realising opportunities for business and industry development through major infrastructure developments and investment attraction to the Territory;
- Meeting the needs of business to have fewer, but nationally consistent, practical, performance-based standards and regulations;
- Ensuring a whole-of-Government approach to regional development;
- Delivery of programs designed to meet the diversity of business and industry development requirements in the regional centres of the Territory;
- Increased diversity and number of industries posing more complex risks to people, property and the environment;
- Broadening definition of work-related illnesses;
- Competitiveness of the workers' compensation premiums markets, and the ability of the insurance industry to provide effective total injury-base management;
- Maintenance of the Territory's share of the local, national and international gaming market;
- Impact of communication and technology changes on the delivery of gaming-related services, such as Internet gaming, and the need to ensure appropriate regulation and integrity of the gaming industry in a changing environment; and
- Increased community concerns, including cultural considerations, regarding alcohol consumption and misuse of alcohol, and changing national trends in relation to alcohol consumption, regulation and control.

Policy Initiatives in the Budget

2000-01 Budget policy initiatives were:

- Build awareness and facilitate the implementation of eBusiness by Territory business;
- Establish Territory Business Centres (TBC) as the business gateways for the delivery of high quality support, information and advisory services;
- Provide a range of financial packages to Territory businesses to ensure that their potential is maximised, in order to participate in a resource-based economy and major project developments;
- Provide financial and operational assistance to industry associations and peak bodies, which in turn will enable Territory business to develop and play a major role in projects such as the construction of the Adelaide to Darwin railway and the progression of the Timor Sea oil and gas fields;
- Promotion of the Export Marketing Assistance Scheme to ensure Territory businesses can investigate and participate in offshore markets for their products and services, and to further enhance the Territory's reputation as a supply, service and distribution centre for the region;
- Provide assistance for regional initiatives that fall outside of existing regional programs offered by other agencies;
- Production of regional plans providing long term framework for the community and government to work together to improve both the economic and social conditions of the regions;
- Review Community Builders and Rural Leadership Programs to identify the opportunities that these programs may offer to the Territory's regions and communities;
- Continued support for the regional economic development committees in central Australia, Barkly, Katherine and Darwin;
- Establishment and ongoing coordination of a Rail Task Group to achieve maximum outcomes for Territory business from the construction of the Adelaide to Darwin railway; and
- Following completion of the *Tourism Development Masterplan 2000-2005*, pursue opportunities with the private sector to implement recommendations of the Plan in conjunction with the Northern Territory Tourist Commission.

Organisational Profile

The Organisation

The Department of Industries and Business has established, co-ordinated and integrated services and regulatory functions, encompassing those activities which fall under its responsibility, in a manner which achieves responsive and effective support for the development and operation of Northern Territory industry and business.

To ensure that this is achieved, the department is divided into several key areas of activity:

Corporate Management

Corporate and Communication Services key functions:

Administering the department's human resource functions, financial functions and budget preparation, information management (including information technology), office services, asset management, marketing, intra-agency and internal communication as well as managing the provision of timely, accurate and appropriate advice to the Minister; and managing statutory, regulatory and reporting obligations.

Planning and Strategic Development key functions:

Ensuring National Competition Policy requirements are met; developing new legislation, regulations and policy; developing and undertaking a legislative review program; ensuring Ministerial Council commitments are met; coordinating Departmental reporting requirements for Foundations for Our Future; facilitating business and skilled migration; providing advice for the development of the of the Department's Corporate Plan and implementation of new management frameworks; facilitating strategic industry policy development; managing program evaluations; and ensuring access to statistical and other information sources.

Business Practices

Consumer and Business Affairs key functions:

Managing fair trading practices; mediating in consumer and business disputes; monitoring regulation / statutory compliance; monitoring trade measurement requirements; monitoring product safety; coordinating business name registration; registering and monitoring incorporated associations and cooperatives; advising on Government procurement policy development and procedures; monitoring Government Procurement Review; licensing electrical contractors; and coordinating electrical inspections and public awareness.

Work Health key functions:

Monitoring and educating on work safety; monitoring industry regulation / statutory compliance; administering workers' compensation; resolving workers' compensation disputes; managing dangerous goods; and investigating incidents - NT jurisdiction and Comcare agency.

Industry Development

Industry Investment key functions:

Promotion of a dynamic progressive investment environment, attraction to encourage new and expand existing investment, development and identification of sustainable investment strategies, facilitation of strategic alliances, business matching and generation of new ideas and opportunities. Securement of concepts, to expand and grow the Territory economy, assistance in networking, accessing technology, skills, potential markets and external funding, assistance of leadership, enablement, financial intellectual and supportive investment services.

Business Services key functions:

Operating the Territory Business Centres; disseminating business information (including information on intellectual property); coordinating the Business Licence Information Service (BLIS); coordinating business seminars, workshops, programs (including October Business Month),

consultancies and counselling; administering business improvement programs; facilitating start-up of new businesses; administering youth business services; administering the Northern Territory Product Symbol Act; analysing business regulatory impact; coordinating the Business Women's Consultative Council; administering financial grants and loans; managing the Export Marketing Assistance Scheme; supporting and sponsoring industry business associations; administering natural disaster relief assistance programs; and managing the department's eBusiness function.

Regional Development key functions

Administering regional development policy; preparing regional development plans; supporting Regional Economic Development Committees; promoting and advising on tourism infrastructure planning and development; supporting tourism industry associations; promoting tourism investment; managing regional offices; and coordinating Procurement Review Board operations (Alice Springs).

Defence and Major Project Support key functions

Integrating Defence requirements and industry capabilities; facilitating defence / industry services; monitoring defence contracts; co-ordinating the Defence and Industry Network for the NT; and coordinating major infrastructure support and industry development.

Tourism Support key functions

Ensuring sound policy advice is given to assist Government decision making and supporting the establishment of appropriate tourism infrastructure, services and products to cater for existing needs to stimulate market growth.

Racing, Gaming and Licensing

Industry Licencing key functions:

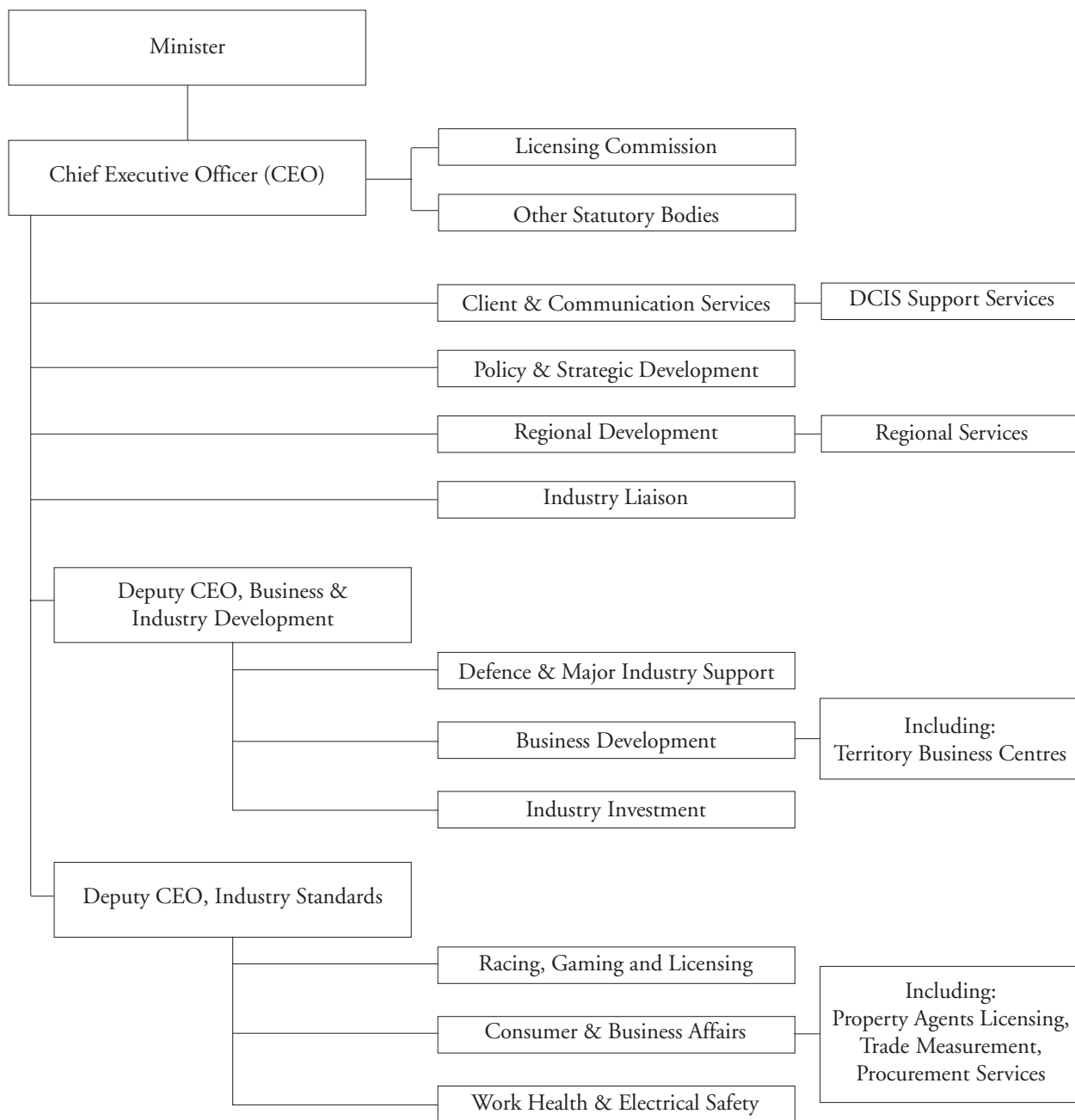
Coordinating industry development / new initiatives; developing industry policy and regulation; coordinating industry risk management / assessment; administering the licensing industry (racing, gaming, liquor, kava, escort agencies and private security activities); monitoring prudential controls; monitoring regulation / statutory compliance; monitoring financial performance / reports; gathering industry intelligence; and administering funds.

Organisational Structure

Department of Industries and Business Staff Profile

Designation	Average Paid Staff		
	Male	Female	Total
Executive Contract Officer	8	4	12
Executive Officer 1	3		3
Administrative Officer 8	10	1	11
Administrative Officer 7	11	6	17
Administrative Officer 6	12	12	24
Administrative Officer 5	10	12	22
Administrative Officer 4	6	24	30
Administrative Officer 3	4	29	33
Administrative Officer 2	1	8	9
Administrative Officer 1	1		1
Professional 4	1		1
Technical 5	6		6
Technical 4	19	1	20
Technical 3	9		9
Total	101	97	209

Department of Industries and Business Organisation Chart



Legislation Administered by the Department

The Department is responsible for the day to day administration of the following Acts and associated regulations, including reviews of the legislation. The following table indicates amendments made to legislation during the reporting period:

Acts/Regulations	Date of Assent of Administrator	Date Commenced	Section Amended /Repealed
Agents Licensing Act			
Agents Licensing Regulations			
Associations Incorporation Act			
Associations Incorporation Regulations			
Associations Incorporation (Accountability) Regulations			
Auctioneers Act			
Business Names Act			
Business Names Regulations			
Co-operatives Act			
Co-operatives Regulations			
Commercial and Private Agents Licensing Act (amended by Commercial and Private Agents Licensing Amendment Act)	1 Nov 2000		Amended: 3,18, 20(1),20(2),22(1), 22(2),23(4),23(5), 25,26(1),26(2), 26(3),26(4),27(1), 27(2),28,29,30(2), 30(3),31(1),31(2), 31(3),32,33,39, 42,43 Repealed and Substituted: Parts 2,3,4, Sections 34,35,36, 37,46AA,46A Repealed: 44 Added: 28A
Commercial and Private Agents Licensing Regulations			
Commercial Tenancies Act			
Consumer Affairs and Fair Trading Act			
Consumer Affairs and Fair Trading (Door-To-Door Trading) Regulations			
Consumer Affairs and Fair Trading (Pawnbrokers and Second-Hand Dealers) Regulations			

Acts/Regulations	Date of Assent of Administrator	Date Commenced	Section Amended /Repealed
Consumer Affairs and Fair Trading (Tow Truck Operators Code of Practice) Regulations			
Consumer Affairs and Fair Trading (Travel Agents) Regulations			
Consumer Affairs (Product Information) Regulations			
Consumer Credit (Northern Territory) Act 1995			
Dangerous Goods Act 1980			
Dangerous Goods Regulations			
Disposal of Uncollected Goods Act			
Disposal of Uncollected Goods Regulations			
Electricity Reform Act (Division 2 of Part 2 and Parts 5 and 6)			
Electrical Workers and Contractors Act			
Electrical Workers and Contractors Regulations			
Gaming Control Act			
Gaming Control (Commission Procedures) Regulations			
Gaming Control (Community Gaming) (Sweepstakes) Regulations			
Gaming Control (Gaming Machines) Regulations			
Gaming Control (Internet Gaming) Regulations			
Gaming Control (Licensing) Regulations			
Gaming Machines Act (amended by Gaming Machine Amendment Act)	22 March 2001		Amended: 24,25, 27,29,39,40, 41,42,43,47, 53,83,84,86, 99,116,121, 123,125,126, 128,133,134, 135,138,140, 149,152,157, 158, 162,168 Added: 40A, 121A,149A

Acts/Regulations	Date of Assent of Administrator	Date Commenced	Section Amended /Repealed
Gaming Machine Regulations			
Greyhound Racing Rules			
Hotel-Keepers Act			
Kava Management Act (amended by Kava Management Amendment Act)	14 Dec 2000	19 Feb 2001	Amended: 3,9, 12(1),12(2),12(3), 13,15(1),16,17, 18(1),18(2),19(1), 19(2),20,21,22, 30(3),53,54,55, 57,59,73,89(2)(t), Part 7 Added: 12A,58A 58B,58C,58D, 65A, Division 3
Kava Management Regulations			
Liquor Act			
Liquor Regulations			
Motor Vehicle Dealers Regulations			
Northern Territory Licensing Commission Act 1999			
Northern Territory Products Symbol Act			
Northern Territory Products Symbol Regulations			
Partnership Act			
Plumbers and Drainers Licensing Act			
Plumbers and Drainers Licensing Regulations			
Plumbers And Drainers Licensing (Validation) Act			
Prices Regulation Act			
Private Security Act 1995			
Private Security (Crowd Controllers) Regulations			
Private Security (Security Firms) Regulations			
Private Security (Security Officers) Regulations			
Procurement Act 1995			
Procurement Regulations			

Acts/Regulations	Date of Assent of Administrator	Date Commenced	Section Amended /Repealed
Prostitution Regulation Act (amended by Prostitution Regulation Amendment Act)	14 Nov 2000	19 Feb 2001	Amended: 3,9(1) 22(1),22(1)(e), 22(1)(f),22(2), 25(1),25(3),25(4), 27(1),27(2),27(3), 28(1),28(2)(a), 28(2)(b),28(3), 28(4),28(5),29(1), 29(3),30(5), 30(5)(a) 30(5)(b)(ii), 30(5)(c),30(6), 31(1),31(4),31(5), 31(6),32(1), 32(1)(b),32(3), 32(4),32(5), 33(1),34(1),35(1), 35(2),35(2)(a), 35(3),35(4), 35(4)(a),35(4)(b), 36(1),36(2), 36(2)(a),36(2)(b), 36(4)(a), 36(5)(b), 36(5)(b)(iv), 36(6),36(7), 37(1), 37(1)(b), 37(1)(c),37(4)(b), 37(6),38(1),38(2), 38(2)(a),38(2)(c), 39(1),39(2), 39(2)(a),39(3), 40(5),40(5)(b), 41(1),41(2),41(3), 41(4),41(4)(a), 41(4)(b),41(5), 41(6),43(1),43(2), 43(3),44,45(1), 45(2),46(1),46(2), 47A(a),52(3)(c), 52(6),53(1), Division 1 Part 3, Division 5 Part 3 Repealed: 21,23 56, Schedule to Act Added: 49A

Acts/Regulations	Date of Assent of Administrator	Date Commenced	Section Amended /Repealed
Prostitution Regulations (amended by Prostitution Regulation Amendment Act)	14 Dec 2000	19 Feb 2001	Amended: 22,28 29,35,44,45,46, Form 13, Form 14, Form 15, Form 17, Form 18 Omitted: Schedule 1, Schedule 2, Form 16, Form 19, Form 20, Form 21
Racing and Betting Act			
Racing and Betting Regulations			
Racing, Gaming and Liquor Commission Act Repeal Act			
Radioactive Ores and Concentrates (Packaging and Transport) Act 1980			
Radioactive Ores and Concentrates (Packaging and Transport) Regulations			
Registration of Interest in Motor Vehicles and Other Goods Act			
Registration of Interest in Motor Vehicles and Other Goods Regulations			
Residential Tenancies Act 1999			
Residential Tenancies Regulations			
Retirement Villages Act			
Retirement Villages Regulations			
Sale of NT TAB Act 2000			
Soccer Football Pools Act			
Soccer Football Pools Regulations 1985			
Totalisator Licensing and Regulation Act 2000			
Totalisator Licensing and Regulation Regulations			
Totalisator Licensing and Regulation (Arbitration) Regulations			
Totalisator Licensing and Regulation (Hearing) Regulations			
Totalisator Rules (Totalisator Licensing and Regulation Act)			
Totalisator Rules (Rules under Racing and Betting Act)			
Trade Measurement Act			

Acts/Regulations	Date of Assent of Administrator	Date Commenced	Section Amended /Repealed
Trade Measurement Administration Act			
Trade Measurement (Measuring Instruments) Regulations			
Trade Measurement (Miscellaneous) Regulations			
Trade Measurement (Pre-Packed Articles) Regulations			
Trade Measurement (Weighbridges) Regulations			
Warehousemen's Liens Act			
Work Health Act 1986 (amended by Work Health Amendment Act No.2)	31 Aug 2000	27 June 2000	Cognate with Petroleum Amendment Act 2000 (31/2000) Amended: 41A(2), 83(2), 171(3) Added: 28B
Work Health Court Rules			
Work Health Regulations			
Work Health (Occupational Health and Safety) Regulation			

Statutory and Non-Statutory Bodies

Statutory Bodies

Administering Authority for the Tow Truck Operators Code of Practice

The authority is established under the Consumer Affairs and Fair Trading (Tow Truck Operators Code of Practice) Regulations and is charged with responsibility of administration of the Tow Truck Operators Code of Practice.

A detailed report on the authority's activities is at Appendix 1.

Agents Licensing Board of the Northern Territory

The Board is charged with carrying out functions associated with the *Agents Licensing Act*. Major functions include the issue of licences and conduct of disciplinary proceedings in respect of real estate and business agents, agents' representatives and conveyancing agents.

Agents Licensing Fidelity Guarantee Fund of the Northern Territory

The function of the fund is to maintain and operate the monies of the Agents Licensing Fidelity Guarantee Fund of the Northern Territory.

Consumer Affairs Council

The Consumer Affairs Council is appointed under the *Consumer Affairs and Fair Trading Act* and advises the Minister on matters affecting the interests of consumers. A detailed report of its activities is at Appendix 2.

Electrical Workers and Contractors Licensing Board

The Board co-operates with institutions providing apprenticeship training for apprenticed electrical workers, licenses electrical workers' and contractors' work, investigates complaints relating to electrical inspections and investigates and hears complaints relating to electrical work. The Board's report is being tabled separately.

Escort Agency Licensing Board

The major function of the Board is to determine applications and renew licences to carry on an escort agency business. Other functions associated with regulation of the escort industry are prescribed by the *Prostitution Regulation Act*. On 19 February 2001, this Board was subsumed into the Northern Territory Licensing Commission.

Gaming Machine Community Benefit Committee

The committee was formed by the Minister under the *Gaming Machine Act*, to recommend fund disbursements.

Northern Territory Licensing Commission

The function of the Commission is to administer the *Licensing Commission Act*, *Gaming Machine Act*, *Liquor Act*, *Private Security Act* *Kava Management Act* and, since 19 February 2001, the *Prostitution Act*.

Nominal Insurer

The Nominal Insurer Corporation manages the Nominal Insurer Fund and is established under the *Work Health Act* to provide protection for claimants in the event of an employer not holding insurance cover and to also provide continuity of coverage in the event of an approved insurer becoming insolvent. The fund is maintained through contributions from insurers and self-insurers by means of a levy.

Plumbers and Drainers Licensing Board

The Board is established under the *Plumbers and Drainers Licensing Act* and is charged with the responsibility of the assessment of qualifications and suitability of persons to practice the plumbing and draining trades. Breaches of the *Water Supply and Sewerage Act* and instances of poor workmanship are also investigated. The Board's annual report is being tabled separately.

Procurement Review Boards

Procurement Review Boards were established under the *Procurement Act 1995*. The main Procurement Review Board is located in Darwin with other Boards located in Katherine, Tennant Creek, Nhulunbuy and Alice Springs. The functions of the Boards are to, generally, review proposals, recommendations, instances of cancellation of contract and to periodically review recommendations to decline all tenders received up to and including \$50,000.

Racing Appeals Tribunal

The Racing Appeals Tribunal, established by the *Racing and Betting Act*, commenced on 26 September 1990. The tribunal hears appeals of substance from persons aggrieved by racing industry decisions.

Racing Commission

The Commission is a body corporate established in accordance with the *Racing and Betting Act* and is responsible to the Minister. The function of the Commission is to regulate legalised betting, to provide controls for racing, to conduct or provide totalisator betting facilities, and distribute industry funding.

Scheme Monitoring Committee (Work Health)

The Scheme Monitoring Committee monitors standard premium rates, underwriting results of approved insurers and the effectiveness of premiums offered by insurers in encouraging employers to develop and maintain safe work practices. It then advises the Minister on the basis of its consideration of the information it has received.

Work Health Advisory Council

This Council's prime function is to investigate and make recommendations to the Minister on work health matters.

The Council is comprised of the Authority Executive and members nominated by business and community groups who are appointed by the Minister. The Council met on four occasions during the year and has been reported separately to the Minister.

Non-Statutory Bodies

Business in the Community NT Ltd

The role of the Board is to provide assistance to small businesses in the start up phase and establishment, and to refer professional advice.

Business Promotion (NT) Pty Ltd (Trading as NTISO)

The role of the Northern Territory Industry Search and Opportunities (NTISO) Office is to promote Northern Territory businesses as suppliers to industry and government.

Business Women's Consultative Council

The Council's prime function is to report directly to Government on issues concerning women in business from all over the Territory.

It is a link between Territory business women and Government and undertakes to seek out key issues and find solutions, lobby and influence relevant individuals and organisations, and feed back results to Government and Territory business women.

Meetings are held in various Territory centres on a quarterly basis. The Minister is responsible for the Council.

QANTM - Australia CMC Pty Ltd

Queensland and Northern Territory Multimedia (QANTM) is a Co-operative Multimedia Centre (CMC). It is one of Australia's leading multimedia organisations in the delivery of training in multimedia. It was the first organisation outside the United States to qualify as a Silicon Training Studio for graphic artists and animators. Recently QANTM launched the country's first game development and visualisation course.

QANTM deals with TAFEs and universities from most States and Territories delivering both diploma and degree courses. QANTM also delivers executive production services from its Northern Territory office, Internet and E-Commerce, consulting and strategies related to Information Technology.

Regional Economic Development Committees (Darwin Rural, East Arnhem, Katherine, Barkly and Alice Springs)

These committees investigate regional development opportunities, seeking funding from the Commonwealth, Northern Territory and local Governments for regional development initiatives in their respective areas.

Council for Regional Development (Northern Territory)

The Council co-ordinates the activities of the Regional Economic Development Committees and provides advice to the Department on regional development initiatives and applications for funding from the regional development discretionary fund.

Membership is comprised of representatives from the five Regional Economic Development Committees.

Membership of Statutory Bodies

Agents Licensing Board of the NT (Real Estate & Business Agents)

Mr Jack Lewis (Chair)
Mr Michael Bongiorno
Mr David Booth
Mr Peter Brown
Mr Gareth James

Agents Licensing Board (Conveyancing Agents)

Mr Jack Lewis (Chair)
Mr Trevor Tschirpigg
Mr Richard O'Sullivan
Ms Beth Walker
Mr Peter Brown

Agents Licensing Fidelity Guarantee Fund of the NT (Agents Licensing Act)

Mr Jack Lewis
Mr John Montague
Mr Richard O'Sullivan

Business Promotion (NT) Pty Ltd (t/a NTISO)

Mr John Carroll
Mr Geoff Farnell
Mr Rodger Hills
Mr David Malone
Ms Carole Frost
Mr James Taylor
Mr Steven Tiley

Consumer Affairs Council

Mr Peter Brown (Chair)
Mr Ray Anderson
Ms Mary Blaiklock
Mr Michael Bongiorno
Mr Allen Carter
Ms Cheryl Cryer
Mr Ron Dickson
Ms Kezia Purick

Electrical Workers and Contractors Licensing Board

Mr Colin Freeman (Chair)
 Mr Tony Berrill
 Mr Darryl Byerley
 Mr Kenneth James Kernich
 Mr Allan Patton
 Mr Darrol Sachs
 Mr Stephen Versteegh

Gaming Machine Community Benefit Committee

NB - this body is currently subject of review. The interim committee comprises Treasury officials as follows:

Ms Jennifer Prince (Chair)
 Ms Linda Mackenzie
 Ms Anne Tan

Nominal Insurer (Work Health)

Mr Norm Russell (Chair)
 Mr Geoffrey Anstess
 Ms Guna Rice (Alternate for Anstess)
 Mr William Roy
 Mr Neil Weeks

NT Licensing Commission (Liquor, Kava, Escorts, Private Security, Gaming)

Mr Peter Allen (Chair)
 Mr Andrew Blackadder
 Mrs Shirley McKerrow
 Ms Annette Milikins
 Mr Brian Rees
 Mrs Mary Ridsdale
 Dr Janet Savage
 Ms Barbara Vos
 Mr John Withnall

Plumbers and Drainers Licensing Board

Mr Kevin Commons (Chair)
 Mr Norman Cramp
 Mr Gregory Stephen Howard
 Mr Peter Richard McDonald
 Mr Dennis Sutton

Procurement Review Board, Darwin

CEO, Dept Industries and Business (Chair)
 Assistant Secretary, Business and Operational Support, Territory Health Services
 Executive Director, Infrastructure, Dept Transport and Works
 Under Treasurer, NT Treasury
 Mr Rodger Hills

Procurement Review Board, Alice Springs

Director, Regional Development, Department of Industries and Business (Chair)
 Assistant Secretary, Operations South, Department of Education
 Regional Manager, Financial Services, Department of Corporate and Information Services
 Regional Director South, Department of Transport and Works
 Manager Alice Springs Branch, NT Industry Search & Opportunities Office, Business Promotion (NT) Pty Ltd

Procurement Review Board, Tennant Creek

Regional Director, Tennant Creek, Dept Transport and Works (Chair)
 Portfolio Principal, Barkly Region, Dept Education
 Regional Superintendent, Tennant Creek, Dept Industries and Business
 General Manager, Barkly, Territory Health Services
 Regional Director, Tennant Creek, Territory Housing
 Mr Donald Beaton

Procurement Review Board, Nhulunbuy

Manager, Arnhem, Dept Education (Chair)
 Administration Officer, Dept Education
 Area Manager, Nhulunbuy, Dept Transport and Works
 Administrative Officer, Territory Health Services
 Ms Aileen Hart

Procurement Review Board, Katherine

Regional Director, Katherine, Dept Transport and Works (Chair)
 Area Manager Katherine, Territory Health Services
 Manager Katherine, Dept Industries and Business
 Regional Parks Manager, Parks and Wildlife Commission of the NT
 Mr Werner Sarny

QANTM - Australia CMC Pty Ltd

Ms Alice-Ann Boylan
 Ms Denise Chalmers
 Mr Tom Cochrane
 Dr Michael Crock
 Ms Mary Cunningham
 Mr Paul Holland
 Ms Rachel Hunter
 Mr Ian Mackay
 Mr Les Malezer
 Ms Liz Manning
 Mr Brett Mannison
 Ms Jude Mulcahy
 Mr Les Riley
 Prof David Ross
 Prof Eric Wainwright

Racing Appeals Tribunal

Mr Thomas Pauling QC (Chair)
 Mr John Birch
 Mr Barry Davis
 Dr Kerry Dennis
 Mr Kevin Francis King
 Mr James McNally
 Mr Allan Raymond McGill

Racing Commission

Mr Peter Allen (Chair)
 Mr Andrew Blackadder
 Ms Shirley McKerrow
 Mr Brian Rees
 Mr John Withnall

Scheme Monitoring Committee (Work Health)

Mr Doug Phillips (Chair)
Mr Dallas Booth
Mrs Carole Frost
Mr Bruce McDonald
Mr David Minty
Mr George Roussos

Tow Truck Operators Code of Practice Administering Authority

Mr Richard O'Sullivan (Chair)
Mr Graeme Bevis
Mr Peter Brown
Superintendent George Owen
Mr Bevan Pratt
Mr Robert Sanders

Work Health Advisory Council

Mr Richard O'Sullivan (Chair)
Ms Louise Bilato
Mr Mark Crossin
Mr Neville Garrett
Dr Gerry Goodhand
Mr David Malone
Mr Stephen O'Brien
Mr Bill Roy
Mr Robert Vander-Wal

Financial Statements

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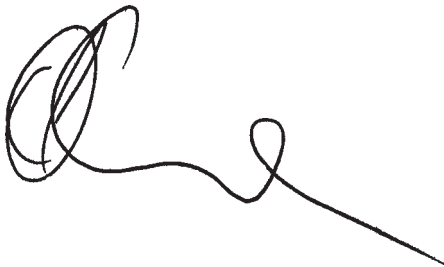
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Certification of Financial Statements

The accompanying Financial Statements for the year ended 30 June 2001 consistent with this Organisation's Accounts and Records and are presented in the format required under Part 2 Section 5 of the Treasurer's Directions.

We are not aware of any circumstances that would render any particulars included in the financial statements misleading or inaccurate.

Dated at Darwin, Northern Territory, this 14 day of November 2001.



John Carroll
Accountable Officer



Mary Cunningham
Director, Client Resources & Communications

Notes to and Forming Part of the Financial Statements

Note 1: Significant Accounting Policies

Department of Industries and Business as an Accounting Entity

The department is a unit of administration of the Northern Territory Government. All receipts and payments are made on behalf of the Government, which is responsible for liabilities incurred by the department.

Basis of Accounting

The accounting records have been kept on a cash basis and reflect monies paid or received during the financial year. The financial statements have been prepared in accordance with the requirements of Part 2 Section 5 of the Treasurer's Directions. The Northern Territory Treasury central ledgers are used for the verification of final outlays and receipts.

Accounting for Assets and Liabilities

- 1 Departmental assets are recorded in the asset register at cost. As the department accounts on a cash basis, depreciation is not charged against assets.
- 2 There is currently no requirement for Government departments to provide an annual Statement of Assets and Liabilities.

Note 2: Authority for Transactions

Receipts

Receipts of public money are required to be credited to either the Consolidated Revenue Account or an Operating Account as appropriate. The receipts of this agency in 2000-01 were of a category permitted to be credited to either the agency Operating Account or the Consolidated Revenue Account. Receipts are estimated at the time of preparation of the Northern Territory's annual budget. These estimates are adjusted during the course of the year to take account of emerging trends.

Payments

Money shall not be committed for expenditure except by an Accountable Officer or by a person acting on the authority of an Accountable Officer. The Accountable Officer shall not commit money for expenditure unless satisfied that, when payment in respect of the transaction falls due, there will be an Allocation sufficient for the making of the payment. Allocations are authorised by the annual *Appropriation Act*, and include any variation in that amount authorised in accordance with the *Financial Management Act* or any other Act. The balance of an annual Allocation unexpended at the end of the financial year shall lapse, unless carried forward approval is obtained.

Expenditure by Activity

Activity/Program	Final Allocation \$000	Actual Expenditure \$000
CORPORATE MANAGEMENT	5,776	5,755
Executive		1,083
Administrative Services		3,650
Legislative Services		1,019
Katherine Floods		3
BUSINESS PRACTICES	10,025	10,000
Work Health		6,682
Consumer & Business Affairs		3,318
INDUSTRY DEVELOPMENT	8,282	7,171
Defence Tourism & Major Industry Support		721
Industry Investment		477
Business Services		5,973
RACING GAMING LIQUOR & LICENSING	22,135	21,548
Industry Licensing		6,110
Racing		5,577
Systems		1,807
Lotteries		8,054
REGIONAL OPERATIONS	1,846	1,486
Regional Development		792
Regional Services		694
TOTAL EXPENDITURE	48,064	45,960

Expenditure by Standard Classification

Category of Cost/Standard Classification	Actual Expenditure \$000
PERSONNEL COSTS	13,345
Salaries	9,925
Payroll Tax	829
Fringe Benefits Tax	108
Superannuation	700
Higher Duties Allowance	193
Leave Loading	115
Northern Territory Allowance	60
Other Allowances	19
Other Benefits paid by Employer	317
Overtime	96
Penalty Payments	0
Perishable Freight Allowance	0
Recreation Leave Fares	117
Salary Advances	7
Salary Clearing Account	0
Termination Payments	852
Workers' Compensation	7
OPERATIONAL EXPENDITURE	607
NT Government Repairs & Maintenance Program	8
NT Government Repairs & Maintenance Recoverable Works	0
Property Maintenance	83
General Property Management	61
Power	453
Water & Sewerage	2
OTHER OPERATIONAL EXPENDITURE	10,547
Advertising	356
Agent Service Arrangements	681
Audit Fees	0
Client Travel	65
Clothing	14
Communications	583
Consultants Fees	821
Consumables/General Expenses	970
Document Production	374
Entertainment/Hospitality	69

Category of Cost/Standard Classification	Actual Expenditure
	\$000
Food	0
Freight	32
Furniture & Fittings	100
Information Technology Services	2,858
Insurance Premiums	2
Legal Expenses	330
Library Services	18
Marketing & Promotion	483
Medical Supplies	0
Membership & Subscriptions	52
Motor Vehicle Expenses	611
Office Requisitions & Stationery	137
Official Duty Fares	426
Other Plant & Equipment	584
Recruitment Expenses	120
Regulatory & Advisory Board Expenses	309
Relocation Expenses	20
Survey, Drafting & Drilling	0
Training & Study Expenses	196
Travelling Allowance	336
Bank Charges	0
INTRASECTOR PAYMENTS	53
Payments to the Northern Territory Government	53
Accountable Officers Trust Account	0
CAPITAL EXPENDITURE	735
Construction (Works in Progress)	0
Purchase of Capital Assets	735
GRANTS	17,673
Current Grants	17,464
Capital Grants	0
Current Subsidies	209
Community/Government Service Obligations	0
ADVANCES	3,000
New Advances	3,000
TOTAL EXPENDITURE	45,960

Receipts by Account

Consolidated Revenue Account	Estimated Receipts	Actual Receipts
	\$000	\$000
Taxes, Fees & Fines	15,974	16,258
Total Consolidated Revenue Account	15,974	16,258
<hr/>		
Operating Account	Estimated Receipts	Actual Receipts
	\$000	\$000
Taxes, Fees & Fines	13,242	13,234
Interest Revenue / Receipts	0	277
Commonwealth Grants	2,000	1,262
Charges for Goods & Services	1,223	415
Miscellaneous Revenue	766	345
Sale of Assets	806	3
Intrasector Receipts	10	23
GST Control	0	-246
Receipt of Advances	40	445
Total Operating Account	18,087	15,758
<hr/>		
Transfers from Consolidated Revenue Account	28,908	28,908
<hr/>		
TOTAL Receipts to Agency Operating Account	46,995	44,666

Write Offs, Postponements and Waivers

Category	\$
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Write Offs, Postponements & Waivers Authorised under the Act

Amounts Written Off or Waived by Delegated Officers

Irrecoverable money written off	
Losses or deficiencies of monies written off	
Value of public property written off	52,104.00
Waiver of right to receive or recover money	

Amounts Written Off, Postponed or Waived by the Treasurer

Irrecoverable money written off	745,723.76
Losses or deficiencies of monies written off	
Value of public property written off	
Postponement of money owing	
Waiver of right to receive or recover money	55,000.00

Write Offs, Postponements & Waivers Authorised under other Legislation

Amounts Written Off or Waived by Delegated Officers

Losses or deficiencies of monies written off	
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TOTAL	852,827.76
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Financial Interests in Companies, Trusts, Joint Ventures and Contingent Liabilities

Note: Details of the above have been provided to Northern Territory Treasury in accordance with Treasurer's Directions Part 2 Section 4 for consideration in global reporting in the Treasurer's Annual Financial Statements.

Accountable Officer's Trust Account

Nature of Trust Money	Opening Balance	Receipts	Payments	Closing Balance
	1 July 2000 \$000	\$000	\$000	30 June 2001 \$000
Kava Licence Applications	0	120	100	20
Gun Compensation Scheme	184	0	184	0
Rail Reform Transition Program	2	0	2	0
TOTAL	186	120	286	20

Debtors

Activity/Program	External			Intrasector				TOTAL \$000
	Charges \$000	Other \$000	Total \$000	Charges \$000	Other \$000	CSO \$000	Total \$000	
Corporate Management		16	16		1		1	17
Business Practices	35	4	39	1	7		8	47
Industry Development		5	5				0	5
Regional Operations		0	0				0	0
Racing Gaming & Licensing	258	0	258				0	258
TOTAL	293	25	318	1	8	0	9	327
Less: Provision for Doubtful Debts	3							
NET DEBTORS	290	25	315	1	8	0	9	324
Classified As:								
Current	290	25	315	1	8	0	9	324
Non Current								
NET DEBTORS	290	25	315	1	8	0	9	324

Lease Liabilities

	Information Hardware \$000	Technology Software \$000	Furniture & Fittings \$000	Other Plant & Equip \$000	TOTAL \$000
Not later than one year					
Later than one year but not later than two years					
Later than two years but not later than five years					
Later than five years					
Minimum lease payments	-	-	-	-	-
Less future financing charges			-		-
TOTAL	-	-	-	-	-
Classified as:					
Current					
Non Current					
TOTAL	Nil	Nil	Nil	Nil	Nil

Employee Entitlements

Entitlement	\$000
Current	
Recreation Leave	1,707
Recreation Leave Fares	117
Leave Loading	200
Long Service Leave	1,975
Non Current	
Long Service Leave	312
TOTAL	4,311

Methodology

1 Recreation Leave

The value of Recreation Leave entitlements is calculated by Personnel Information and Payroll System (PIPS) based on employees' actual salaries and entitlements as at 30 June 2001.

2 Leave Loading

The value of Leave Loading entitlements is calculated by PIPS based on employees' actual salaries and entitlements as at 30 June 2001.

3 Long Service Leave

Long Service entitlement is calculated in accordance with Australian Accounting Standard AAS30. The calculation takes into account the probability of employees reaching 10 years of service, the future increases in salary costs and discount rates to achieve the net present value of the future liability.

Creditors and Accruals

Activity/Program	External			Intrasector			TOTAL \$000
	Creditors \$000	Accruals \$000	Total \$000	Creditors \$000	Accruals \$000	Total \$000	
Corporate Management	64,644	63,136	127,780	2,629	42,447	45,077	172,857
Business Practices	24,539	105,094	129,633	797	20,317	21,114	150,748
Industry Development	32,853	48,641	81,494	6,184	10,427	16,611	98,105
Racing Gaming & Licensing	39,174	70,538	109,713	1,761	15,111	16,873	126,585
Regional Operations		4,164	4,164				4,164
TOTAL	161,210	291,574	452,784	11,371	88,304	99,675	552,459
Classified As:							
Current	161,210	291,574	452,784	11,371	88,304	99,675	552,459
Non Current							
TOTAL	161,210	291,574	452,784	11,371	88,304	99,675	552,459

Appendices

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Appendix 1 -

Report of the Administering Authority for the Tow Truck Operators Code of Practice

Background to the Development of the Code

The Tow Truck Operators Code of Practice is a Regulation under Part 12 of the *Consumer Affairs and Fair Trading Act*. The appointed administering authority provides co-ordination of tow truck services at police controlled accident locations.

Administering Authority

For this financial year the Authority comprised of the following individuals:

- Mr Richard O'Sullivan - Commissioner of Consumer Affairs
- Mr Graeme Bevis - Executive Officer, Motor Trades Association
- Superintendent George Owen - Northern Territory Police
- Mr Peter Brown - Consumer Affairs Council
- Mr Bevan Pratt - Insurance Council of Australia
- Mr Robert Sanders - Automobile Association of the Northern Territory.
- Mrs Karen On of Consumer Affairs assisted the Authority.

The Authority met on one occasion during 2000-01 with the meeting being held in Darwin.

An application for a new position on the roster was received from the Alice Springs region. Applications were received from two established tow truck operators in the Darwin region for one additional position each on the roster.

An audit of all the tow truck operators was completed in 2000-01.

The roster in Darwin and Alice Springs operated successfully with no consumer complaints. The heavy duty roster commenced operations on 17 January 2001 with three tow truck operators in Darwin with a total of five heavy duty vehicles.

As at 30 June 2001, there were eight tow truck operators accounting for 27 trucks on the Darwin roster and three operators with six trucks on the Alice Springs roster, as follows:

Tow Truck Operator	Number of Trucks on Roster
Darwin	
A & H Panel Works	4
Atlas Auto Recovery	4
City Wreckers	6
Darwin Crash Repairs	2
Japanese Engine Centre	6
Palmerston Auto Clinic	2
Redline Towing	1
Winnellie Towing	2
Total	27
Alice Springs	
Jett Towing	2
Outback Recovery	3
Talbot & Sons	1
Total	6

The Darwin and Alice Springs rosters have operated successfully with a total of 509 (441 in Darwin and 68 in Alice Springs) tows being registered for 1 July 2000 to 30 June 2001.

Richard O'Sullivan
Chairperson

Appendix 2 -

Report of the Commissioner of Consumer Affairs

The Commissioner is required to report pursuant to Section 12 of the *Consumer Affairs and Fair Trading Act* on the operation during 2000-01 of Parts 10, 11, and 12 of the Act and report on behalf of the Consumer Affairs Council for that year.

The Commissioner is also required to report pursuant to Section 15 of the *Residential Tenancies Act* on the administration of the Act for 2000-01.

Legislative Responsibilities:

- *Consumer Affairs and Fair Trading Act*
- *Consumer Credit Act*
- *Commercial and Private Agents Licensing Act*
- *Commercial Tenancies Act*
- *Disposal of Uncollected Goods Act*
- *Hotel Keepers Act*
- *Private and Commercial Agents*
- *Prices Regulation Act*
- *Residential Tenancies Act*
- *Retirement Village Act*
- *Trade Measurement Act*
- *Trade Measurement Administration Act*
- *Warehousemen's Liens Act*

Retirement Villages Act

In accordance with Section 11 (1) of the *Retirement Villages Act* a report is required on the operations of the legislation. The *Retirement Villages Act 1995* requires that certain guidelines be met prior to a housing settlement being considered as a Retirement Village. The key aspect of these requirements is that the settlement is a cluster community development of like minded people who are consulted and involved in what is happening in that community. A code of practice for Retirement Villages is in place under the *Consumer Affairs and Fair Trading Act*. There is only one Retirement Village established in the Northern Territory and this is located in the Darwin suburb of Tiwi. This village continues to operate without incident assisting in the support and security needs of the residents.

Licensing Statistics

Motor Vehicle Dealers

There were 88 Motor Vehicle Dealers licensed as at 30 June 2001.

Travel Agents

There were 55 Travel Agents licensed as at 30 June 2001.

Secondhand Dealers

There were 25 Secondhand Dealers licensed as at 30 June 2001.

Combined PawnBrokers and Secondhand Dealers

There were 13 combined PawnBroker and Second hand Dealers licensed as at 30 June 2001

Credit Providers

There was no requirement for disciplinary action to be undertaken against credit providers for the 2000-01 financial year.

Enquiry Service and Dispute Resolution

The Consumer Affairs Office telephone enquiry service operated throughout the year as a seven day a week service. The inquiry recording service, a Lotus Notes computer application, suffered some failures and as a result some data has been lost or not recorded. A significant number of initial enquiries received by the Office were satisfactorily answered by enquiry line staff or referred to the appropriate industries and authorities for assistance.

Tenancy

During the reporting period there were 2022 tenancy enquiries. This equated to 50% of the total Consumer Affairs enquiries received.

A total of 285 applications to resolve tenancy disputes were lodged and 269 were settled. Of these, 162 (60%) were resolved after pre conciliation, 11 (4%) after a Conciliation Conference was conducted and 96 (36%) required an Inquiry. Of the 96 that went to Inquiry, 76 were applications by landlords for possession of their property. Applications of this nature cannot be conciliated. Not taking into consideration the applications for possession, the Tenancy Unit has resolved 90% of disputes by either pre conciliation or conciliation.

A series of presentations and training workshops were conducted when the new residential tenancy legislation was implemented on 1 March 2000 and during the reporting period follow up seminars were conducted. In addition, a program of individual meetings with property managers and real estate agents throughout the Northern Territory was commenced. These meetings provided officers of the Tenancy Unit with the opportunity to outline several important issues that had arisen since the commencement of the Act. In addition, it provided the industry with an opportunity to provide feedback on the practical application of the provisions of the Act on a day to day basis.

Product Safety

Fair Trading Officers monitored recalls published in the media and followed up on issues raised by consumers regarding alleged unsafe goods.

Market place surveys looking for alleged hazardous products were carried out on behalf of other jurisdictions.

Education

Displays/Presentations/Training and Compliance Workshops

During the 2000-01 financial year, Consumer Affairs officers delivered presentations to interested groups. The purpose was to raise awareness of consumer rights and responsibilities and liaise with traders to promote best practices and compliance with the respective Acts. Groups visited included:

- Kidsafe;
- Rotary;
- Small business; and
- Education institutions, including Territory primary and high schools, mature age students, students completing retail sales courses and for those entering employment in the retail industry, rural Aboriginal students on correspondence courses and Aboriginal women.

Consumer Affairs officers also participated in several seminars and meetings, including:

- An Alternative Dispute Resolution Forum, for the Telecommunications Ombudsman, Banking Ombudsman and Managers of the Life Insurance Complaints Service and the General Insurance Enquiries and Complaints office. The office facilitated this forum.

Comprehensive publicity and awareness campaigns, which included print media, radio and television, were undertaken for the implementation of the new *Residential Tenancies Act*. The campaign was targeted at tenants, real estate agents (and property managers) and private landlords to inform them of the changes taking effect from 1 March 2000. Information seminars and workshops with industry and the community were also undertaken throughout the Northern Territory.

Publications

New brochures and bulletins were produced throughout the year on general shopping and service industry issues to compliment the existing range of publications. Consumer and trader information is constantly being updated to reflect emerging issues identified by market and enquiry statistics. The aim is to condense the brochures and bulletins into Fact Sheets which will be more concise and easily accessible both electronically and through general distribution outlets.

The booklet titled *A Guide to Renting in the Northern Territory* was reprinted and over 11,000 copies have been circulated throughout the Northern Territory to tenants, the real estate industry and private landlords.

An extensive range of GST material produced by the Australian Competition and Consumer Commission to assist Territorians in preparing for the introduction of the GST, was collated and distributed Territory wide by Consumer Affairs. Distribution included all industry groups, manufacturers, retailers, councils, professional organisations, Aboriginal organisations and the general community. The information was specifically targeted to each group's area of interest.

National Meetings

During the reporting year, officers of Consumer Affairs attended National Forums, including the:

- Standing Committee of Officials of Consumer Affairs (SCOCA);
- Fair Trading Officers Advisory Committee (FTOAC);
- Consumer Product Advisory Committee (CPAC); and
- Trade Measurement Advisory Committee (TMAC).

These meetings discuss national issues and seek uniformity in approach by the Commonwealth, States and Territories and New Zealand.

Departmental officers also attended meetings of the Uniform Consumers Credit Code Management Committee (UCCCMC) and fair trading, trade measurement and education officers also participated in national teleconferences to discuss joint projects and emerging consumer issues.

Licenced Motor Vehicle Dealers

Current

Corporations	66
Partnerships	8
Sole Traders	14
Total	88

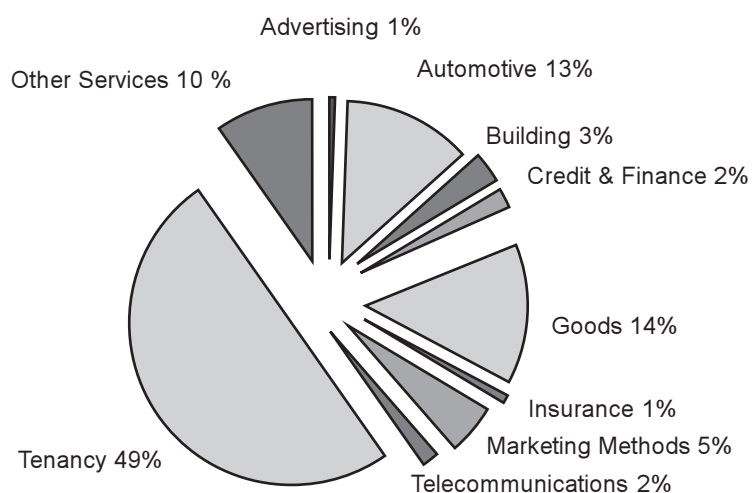
Licenced Travel Agents

Current	
Corporation	36
Partnerships	6
Sole Traders	13
Total	55

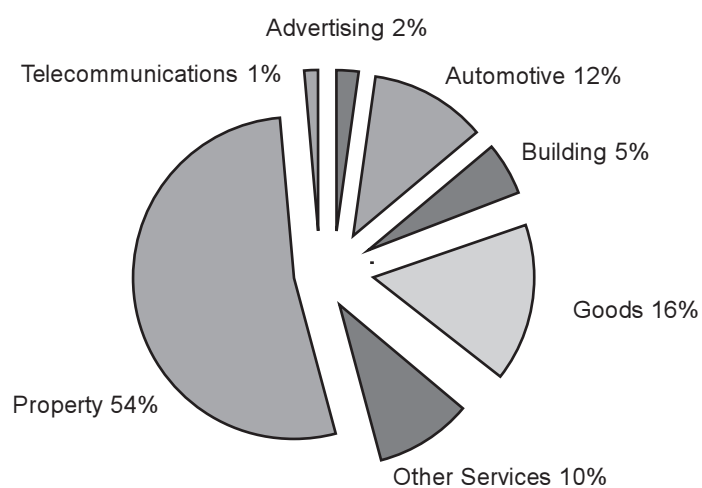
Licensed Pawnbrokers and Second-Hand Dealers

Current	
Corporation	17
Partnerships	7
Sole Traders	14
Total	38

Consumer Enquiries 2000-01



Consumer Requests for Assistance 2000-01



Consumer Affairs Council -

The Consumer Affairs Council comprises of between six and ten community representatives appointed by the Minister to represent the interests of Northern Territory consumers and advise him on matters touching on consumer rights. Members as at 30 June 2001 were:

Mr Peter Brown (Chair)

Mr Ray Anderson

Mrs Mary Blaiklock

Mr Michael Bongiorno

Mr Allen Carter

Ms Cheryl Cryer

Mr Ron Dickson

Ms Kezia Purick

Ms Marilyn McDonnell-Davis - Secretariat

Members are appointed from a wide range of backgrounds. Some of the major issues discussed during the reporting year, included the Grocery Price Survey, National Competition Policy Review, Scams and Payday Lending, Home Building Certification Fund, issues pertaining to the taxi industry, Tyre Pressure Gauges and Safety, Draft *Prohibited Weapons Act*, Building Contracts, and Aboriginal Education.

Dissemination of Information

During the year information was mailed out to specific target groups with the aim of keeping them informed of issues in the market place and to seek their opinion on their areas of expertise. Newsletters, media releases and newspaper articles were other mediums used to communicate with Territory consumers in urban, regional and remote areas. Circulation of the newsletter has increased to 4,000 copies per edition.

Trade Measurement

The Trade Measurement Unit continued their compliance program for measuring instruments in use for trade.

A significant number of pre-packed articles in stores and supermarkets were also checked for content and correct labeling, again compliance was high (96%).

Trade Measurement Statistics 1996-97 to 2000-01

Financial Year	96-97	97-98	98-99	99-00	00-01
Measuring instruments tested	1,299	1,291	810	1,141	1,547
Premises visited	357	320	321	308	297
Pre-packaged articles checked	6537	5,680	5,248	6,835	6,440
Pre-packaged articles incorrect	185	121	331	410	172

Richard O'Sullivan

Commissioner for Consumer Affairs

Appendix 3 -

Financial Assistance to Industry

Expenditure	\$ Previously Approved	\$ Approved this financial year	\$ Approved for future years	\$ Total
Industry Association Grants				
Business Enterprise Centre Inc		100,000	93,710***	193,710
Central Australian Camel Industry Association Inc		184,050		184,050
Clothing and Textile Industries of NT (Inc)	40,000			40,000
Lawasia	100,000			100,000
Motor Trades Association NT Inc		60,000	120,000**	180,000
NT Buffalo Industry Council Inc	74,000	79,750		153,750
NT Chamber of Commerce and Industry	259,489			259,489
NT Co-operative Research Centre	100,000			100,000
NT Horticultural Association		120,000		120,000
NT Industry Search and Opportunities Office	530,000			530,000
NT Information Industry Association	40,000			40,000
NT Irrigation, Grain & Fodder Producers Association Inc		138,000		138,000
NT Livestock Exporters Association Inc		65,000		65,000
Territory Construction Association		75,000	130,000**	205,000
Welding Technology Institute of Australia		50,000	100,000**	150,000
Total Expenditure	1,143,489	871,800	443,710	2,458,999
Industry Development Grants				
Basser Millyard Pty Ltd		13,176		13,176
Ernst & Young - Tourism Industry Benchmarking Project		12,000		12,000
GWR Contracting Pty Ltd	12,500			12,500
Iranda Pty Ltd			40,000**	40,000
Katherine Auto Centre Pty Ltd		2,994		2,994
Kevin J Hickey		3,000		3,000
Komae Solutions Engineering			38,500**	38,500
Narbalek Band		12,000		12,000
Northern Editions		6,000		6,000

Continued. Financial Assistance to Industry.

Expenditure	\$ Previously Approved this	\$ Approved financial year	\$ Approved for future years	\$ Total
Northern Gateway Pty Ltd	15,150			15,150
Northern Territory Airports Pty Ltd	7,933			7,933
Northern Territory University Centre for Energy Research	27,040			27,040
Outback Legend Production Pty Ltd		10,000	10,000**	20,000
Palmerston Regional Business Association		7,500		7,500
Pandion Haulage Pty Ltd		3,000		3,000
Peko Rehabilitation Project Pty Ltd		41,000		41,000
Pivot Aquaculture	308,000			308,000
Power Horticulture	54,917			54,917
Rocca Farming (NT)		16,000	16,000**	32,000
Stanley J Manning	12,795			12,795
Sylvatech Pty Ltd			5,000**	5,000
Top End Business Development Centre Ltd	25,422			25,422
Universal Engineering (NT)		50,000		50,000
Upstream Petroleum		10,350		10,350
Victor B Pedersen	37,250			37,250
Wildlife Management International		55,000		55,000
Total Expenditure	501,007	242,020	109,500	852,527
Regional Development Fund				
Centenary of Federation "Connecting the Continent"		5,000		5,000
Utopia Citrus - commercial assessment		5,060		5,060
Katherine Region Tourist Association - Pine Creek tourism feasibility study		18,000		18,000
Katherine Regional Masterplan		9,836	38,614	48,450
East Arnhem region plan		9,021	19,065	28,086
Barkly Enterprise Development Tennant Creek Incubator	50,000	50,000	25,000	125,000
Katherine Portal		45,000		45,000
Barkly Business Directory		1,450		1,450
Barkly Blueprint		10,335		10,335
Battery Hill Mining Centre	97,500	80,000	50,000	227,500
Pt Keats - pre planning workshops		13,400	55,000	68,400
Administration funding - Regional Economic Development Committees	20,000	15,000	20,000	55,000

Continued. Financial Assistance to Industry.

Expenditure	\$ Previously Approved this	\$ Approved financial year	\$ Approved for future years	\$ Total
Alice Springs Golf Club plan		22,500	22,500	45,000
Curtin Springs feasibility study		20,000		20,000
Display Panels, Advertising		3,100		3,100
Total	167500	307702	230179	705,381
Territory Business Awards				
Australian Institute of Company Directors		3,000	3,000**	6,000
Darwin Business Association		5,000		5,000
NT Fashion Awards Inc		20,000		20,000
Royal Agricultural Society of the Northern Territory Inc	3,000			3,000
Telstra Business Women's Awards		1,818		1,818
Telstra Small Business Awards		13,636		13,636
Tourism Council Northern Territory Inc - Brolga Awards		12,500		12,500
Total Expenditure	3,000	55,954	3,000	61,954
Export Marketing Assistance Scheme (EMAS)				
Acer Forester (Darwin) Pty Ltd			735*	735
Air & Gas Systems Pty Ltd		4,131		4,131
Airesearch Mapping Pty Ltd			1,172*	1,172
Asianaustral Management Advice		1,781		1,781
Basser Millyard Pty Ltd		2,940		2,940
Biomarine International		1,605		1,605
Brookes Australia Tours		6,848		6,848
Gibson Peninsula Holdings		3,699		3,699
GWR Contracting Pty Ltd		1,441		1,441
H2O Solutions		330		330
Jabiru Tropical Orchards		3,093		3,093
Janamba Croc Farm			1,446*	1,446
KH Employment and Training Services Australia		4,704		4,704
Maningrida Arts and Culture Centre		7,008		7,008
Mintech Chemical Industries Pty Ltd		1,180		1,180
Myriad Group			2,175*	2,175
NEO		5,478		5,478
NorTrade Industrial Supplies Pty Ltd		3,685		3,685

Continued. Financial Assistance to Industry.

Expenditure	\$ Previously Approved this	\$ Approved financial year	\$ Approved for future years	\$ Total
Odyssey Safaris Pty Ltd		12,260		12,260
OPAK Australia Pty Ltd		1,300		1,300
PAL Enterprises Pty Ltd		2,777		2,777
PG Harrison and Associates		1,761		1,761
Racehope Pty Ltd		2,685		2,685
RealNT Pty Ltd		3,411		3,411
Rigtork Industrial Design and Supervision Pty Ltd		1,112		1,112
Rocca Farming (NT)		3,150	400*	3,550
Ross Oliver Investments Pty Ltd		2,184		2,184
Sea King Seafood Supplies Pty Ltd		2,464		2,464
Street Ryan and Associates		1,451		1,451
Thai Links		3,150		3,150
Universal Engineering (NT) Pty Ltd		658		658
Upstream Petroleum Pty Ltd		7,072		7,072
Wastemaster		1,422		1,422
Total Expenditure	0	94,780	5,928	100,708
Sponsorship				
Askensmith Pty Ltd		2,000		2,000
Australian Barramundi Farmers Association			1,500**	1,500
Australian Culinary Foundation - NT Chapter		6,000		6,000
Australian Hotels Association - NT Branch		20,000		20,000
Clothing and Textile Industries Association of NT (Inc)		10,500		10,500
Fashionations Australia Pty Ltd		2,000		2,000
Northern Territory University School of Fashion Studies		500		500
Palmerston Regional Business Association		20,000	20,000**	40,000
Security, Surveillance and Government Agencies - NT Seminar		5,000		5,000
Small Business Association Northern Territory Inc		2,000		2,000
Total Expenditure	0	68,000	21,500	89,500

* Approved by the Department; ** Approved by the Minister; *** Approved by Cabinet

Appendix 4 -

Report of the Northern Territory Licensing Commission

Background

The Licensing Commission had its genesis as the Northern Territory Liquor Commission.

The Liquor Commission was created at the time of self-government for the Territory in 1978. The promulgation of the *Liquor Act* dispensed with the South Australian Liquor Ordinances and moved responsibility for the regulation of licensed premises from Local Courts to the Commission. The Commission operated as a quasi-judicial tribunal and as a Department of the Northern Territory Government. The Chairman of the Commission was the Chief Executive Officer of the Department of the Liquor Commission.

Following the replacement of betting shops with the NT TAB, the Liquor Commission became the Racing, Gaming and Liquor Commission.

The Commission reverted to its former status as a single Act commission following the introduction of gaming machines and the establishment of the Racing and Gaming Authority as a separate department of Government.

In April 1998 the Liquor Commission became responsible for the *Kava Management Act*.

In October 1998, the Commission was subsumed within the newly formed Department of Industries and Business. The Commission subsumed the Racing and Gaming Authority to form the Racing, Gaming and Licensing Division of the Department.

The Liquor Commission retained its functions as a quasi-judicial tribunal with responsibility for liquor and kava licensing.

During 1999 the Chair and all Members of the Liquor Commission were appointed as the membership of the Private Security Licensing Authority (PSLA). Formerly a responsibility of the Office of Consumer Affairs, the PSLA had responsibility for the licensing of crowd controllers (bouncers), security guards and companies licensed to provide these services.

The Licensing Commission came into being on 14 February 2000, upon the gazettal of the *Northern Territory Licensing Commission Act*.

The Chairman and Members of the former Liquor Commission were directly appointed as the Chair and Members of the Licensing Commission pursuant to the transition provisions of the *Northern Territory Licensing Commission Act*.

During 2000, several members of the Licensing Commission were appointed as members of the Racing Commission.

The Racing Commission remains as an entity, separate from the Licensing Commission but with a common chair, membership and meeting schedule.

Members were also appointed as the membership of the Escort Agency Licensing Board. Later amendments to the *Prostitution Regulation Act* disbanded the Board and shifted responsibility for the licensing of escort agencies to the Licensing Commission.

The Licensing Commission became the licensing authority for the operations of QTAB following its purchase of the NT TAB.

In October 2000, the Licensing Commission Chair, originally appointed as Chairman of the Liquor Commission in October 1996, ceased to be Deputy CEO and the head of the Racing, Gaming and Licensing Division of the Department of Industries and Business.

An appropriate degree of separation prevails between the Licensing Commission and the department.

Legislation

The Licensing Commission is a quasi-judicial tribunal with responsibility for licensing and related matters pursuant to the legislation listed below:

- *Northern Territory Licensing Commission Act*
- *Racing and Betting Act* (as the Racing Commission)
- *Totalisator Licensing and Regulation Act*
- *Gaming Control Act*
- *Gaming Machine Act*
- *Liquor Act*
- *Kava Management Act*
- *Private Security Licensing Act*
- *Prostitution Regulation Act.*

Powers of the Commission

The *Licensing Commission Act* requires the Commission to perform as described at Section 5 of that Act. The same section provides the Commission's powers.

- 1 The Commission must perform the functions imposed on it under this Act or another Act and do any thing that is necessary or convenient to be done for the proper performance of those functions.
- 2 The Commission has the power to do all things that are necessary or convenient to be done for or incidental to the performance of its functions.

The role, functions and powers of the Chairman are described at Section 7.

- 1 The Chairperson
 - a) administers the affairs of the Commission; and
 - b) must perform the functions imposed on him or her under this Act or another Act.
- 2 The Chairperson has the power to do all things that are necessary or convenient to be done for or incidental to the proper administration of the affairs of the Commission and the proper performance of his or her functions.

The legislature has provided considerable powers to the Commission and its Chairman for the performance of their functions. The powers, while appearing to be unfettered are nonetheless subject to the restraints imposed on all courts and tribunals. The Commission must follow the principles of common law and as a creature of statute must not exceed its jurisdiction. The Commission's decisions can be subject to judicial review.

The Commission is body corporate with perpetual succession, it has a common seal and can sue and be sued. The legislation does not provide for the Minister to direct the Commission in the performance of its statutory functions. The Minister appoints the Chairman and members. The Minister can appoint any number of persons to be Members of the Commission.

The Commission has a separate entity to the Department of Industries and Business although it is housed within and maintains a close working relationship with the department and its officers at all levels. The Chairman provides regular reports to the Minister via the CEO of the department and originates briefing memoranda on major issues.

Agencies of Government appear before the Commission and make submissions or give evidence on licensing and related matters. Such agencies include the Police, Territory Health Services and the Department of Lands, Planning and the Environment.

Many of the decisions of the Commission are delegated. Delegates include its Chairman, the Director of Licensing, Deputy Directors of Licensing, the Manager of Racing and staff of the Department's Racing, Gaming and Licensing Division. All decisions made by delegates remain, in law, as decisions of the Commission for which it, and its members, remain liable.

Members

Mr Peter Allen	Chair
Mr John Withnall	Legal Member
Mrs Shirley McKerrow	
Mrs Mary Ridsdale	
Mrs Annette Milikins	
Mr Brian Rees	
Mrs Barbara Vos	
Mr Andrew Blackadder	
Dr Jan Savage	

Procedures

The increased responsibilities of the Licensing Commission, compared with the former Liquor Commission, has led to an increase in the number of members, from five to nine and a degree of specialisation within the membership. The increased number of members allows the Commission to deal with a range of matters simultaneously and at different locations throughout the Territory.

The *Licensing Commission Act* requires the Chairman to allocate members to matters before the Commission. The relevant section of the Act is Section 15.

Section 15. Constitution of Commission

The Chairperson must, in respect of each matter or class of matter to be dealt with by the Commission -

- Select the members to constitute the Commission; and
- Select one of those members to preside when the Commission convenes.

Using the powers provided by Section 15 the Chairman has established sub-sets of the Commission in order to ensure it fulfils its duties across the breadth of the legislation.

- The Chairman, the Legal Member and five other Members deal with Gaming, Liquor and Private Security matters and sit on Hearings pursuant to the *Liquor Act*.
- The Chairman, the Legal Member and three other Members sit as the Racing Commission to deal with matters arising pursuant to the *Racing and Betting Act*.
- The Legal Member and three others including Dr Jan Savage deal with Escort Agency licensing matters. The Legal Member presides. Dr Savage is Director of the AIDS/STD Program at Territory Health Services. She participates only in matters arising pursuant to the *Prostitution Regulation Act*.
- The Legal Member, and Members McKerrow and Vos deal with all Kava licensing matters. Member McKerrow presides.
- Mr Blackadder, a long serving Member of the Racing Commission participates only in matters arising pursuant to the *Totalisator Licensing and Regulation Act* and the *Racing and Betting Act*.

The formal Hearings of the Commission are normally presided over by the Chairman or the Legal Member. The Chairman is required to chair all Hearings on which he sits.

The Commission is required by legislation to keep records and minutes of all meetings. Its decisions are published on the department's website.

The Commission's monthly business meetings are normally two days in length. Most meetings are held in Darwin, others in Alice Springs. Special meetings, usually restricted to a quorum of three, are conducted on an ad hoc basis to deal with urgent matters.

The Commission is often thought to employ licensing inspectors, responsible for the inspection of licensed premises. This is not the case. Licensing inspectors are staff members of the Department's Racing, Gaming and Licensing Division. They report to the Director of Licensing.

The Director's staff prepare applications, objections, complaints and reports for consideration by the Commission. The Director is responsible for the conduct of investigations. The Commission is able to issue directions to the Director, but does not direct the Director in the day to day performance of his duties. The Director reports to the Deputy CEO of the Department of Industries and Business.

The Commission has three staff members who facilitate the operations of the Commission. They manage the Commission's logistics and travel with its members to locations across the Territory. They maintain archives, legal records and data bases, prepare summons and subpoenas, record and distribute minutes of meetings, electronically record all hearings, prepare correspondence and conduct essential liaison with Counsel, the Director's staff, community organisations and the police.

Community and Industry Liaison

In addition to its more formal role the Commission operates as a commission-at-large.

Members meet on a frequent basis with town and community councils; with Chambers of Commerce and Industry, regional Tourist Associations, the Australian Hotels' Association and the Liquor Stores' Association, Land Councils and other Aboriginal organisations, health service providers and executives of major liquor, gaming and security organisations.

In its liaison role the Commission normally concentrates on consultation with the community whereas the Director of Licensing normally focuses on the industry.

Totalisator Licensing and Regulation

The Department of Industries and Business is responsible for the regulation of the NTTAB, purchased by the Queensland TAB, effective from 1 July 2000. Requirements and responsibilities are contained within the *Totalisator Licensing and Regulation Act*.

The Licensing Commission is vested with the administration of the *Totalisator Licensing and Administrations Act*. The functions of the Licensing Commission are set out in the Act.

Gaming

The principal functions of the Licensing Commission under the *Gaming Machine Act* are:

- Determination of all applications for licences under the Act;
- Determination of the number of gaming machines per licensed premises;
- Approval of tenders to supply of gaming machines and games;
- Issue of directions to licensees in relation to the conduct of gaming or the administration of licensed premises; and
- Disciplinary action against licensees, including the power to suspend or cancel a licence.

In exercising its powers and functions under the Act, the Commission has the benefit of financial assessment, probity checks and economic analyses prepared by the Director of Licensing.

For the year ended 30 June 2001, the Commission determined the following number of gaming machine licences:

Gaming Machine Licences

	1999-2000	2000-01
New licence granted (Hotels)	1	3
Renewal (Clubs)	26	12
Renewal (Hotels)	7	15
Transferred (Hotels)	3	2

As at 30 June 2001, 62 licensed premises were operating 706 gaming machines. During the financial year, there was an increase of 56 gaming machines representing an increase of 8% in the Northern Territory.

As at 30 June 2001, there were 35 clubs and 27 hotels that operated 557 and 149 gaming machines respectively in the Northern Territory. Details are as follows:

Gaming Machine Distributions

	North 99/00	North 00/01	South 99/00	South 00/01	NT 99/00	NT 00/01
Active Clubs	27	26	9	9	36	35
Active Hotels	19	21	7	6	26	27
Active Clubs & Hotels	46	47	16	15	62	62
Gaming Machines in Clubs	397	443	113	114	510	557
Gaming Machines in Hotels	101	110	39	39	140	149
Gaming Machines in Clubs & Hotels	498	553	152	153	650	706

As at 30 June 2001, gaming machine distribution ratio between clubs and hotels was 79:21 in comparison to 80:20 of the indicative ratio established by the Government in 1996. Cabinet directed in October 2000 that no specified distribution ratio be promulgated but distribution is to be achieved through differential venue caps.

Gaming machine distribution between the northern and southern regions was 553 and 153 totaling 706 as at 30 June 2001. The October Cabinet decision removed the 680 machine cap and introduced a Northern Territory global cap calculated at 55% of the national average of gaming machines per population. A 55% ratio results in a global machine cap of around 900 community gaming machines in 2000-01.

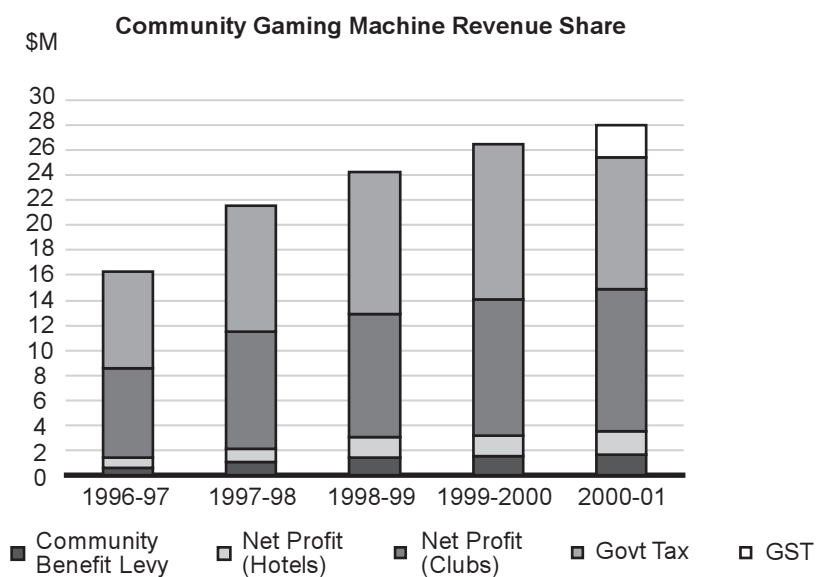
A list of gaming machines in each licensed venue is provided at Appendix 8.

Gaming Machine Industry Performance

The performance of community gaming machines has been monitored on a monthly basis since cash paying gaming machines were introduced in 1996.

For 2000-01, as directed by Cabinet, information by venues with respect to gaming machine numbers, gross profit, tax and community benefit payments is provided at Appendix 8.

During the reporting year, an average gross profit per machine per day was \$115 in comparison to \$114 of 1999-2000. Gaming machine turnover has improved by 6% from \$282M in 1999-2000 to \$298M in 2000-01.



Liquor

The Commission conducted 92 sittings in 2000-01, compared to 67 for 1999-2000 and 59 in 1998-99.

The tables below summarise the number and nature of Commission sittings.

Commission Sittings

	No. in 1999-2000	No. in 2000-01	Sitting Days 2000-01
Commission Meetings	14	13	26
Special Commission Meetings		9	10
Kava Meetings		9	9
Community Liaison		4	4
Escort Agency Meetings		9	9
Conferences	1	2	8
Sub Total	15	47	67
Hearings	45	45	90
Total	60	92	157

Nature of Hearing

	1999-2000	2000-01
Application for a restricted area (withdrawn before going to hearing)	2	1
Application for the grant of a Liquor Licence	10	10
Complaint pursuant to Section 48 - 106(A)1 of the <i>Liquor Act</i> (minors on premises)	1	0
Complaint pursuant to Section 48 - 121(1) of the <i>Liquor Act</i> (intox on premises)	1	3
Complaint pursuant to Section 48 - 102 of the <i>Liquor Act</i> (sold liquor to intoxicated persons)	8	5
Complaint pursuant to Section 48 - Other, eg: alleged breaches of Licence conditions	4	10
Application for cancellation of Liquor Licence	2	4
Application for variation of trading hours/conditions	16	7
Substitution of Premises	1	0
Others		8
Total	45	48

During the year, the Commission conducted 18 hearings into complaints against licensees under Section 48 of the *Liquor Act*. Section 48 of the Act provides that "a person may make a complaint regarding any matter arising out of conduct of the business at licensed premises or the conduct of a licensee in relation to the business of a licensee, or that a licensee is not a fit and proper person to hold a license".

Complaints must be lodged with the Director in writing and be signed by the person or parties complaining.

The Director must give the licensee an opportunity to respond to the complaint in writing and may conduct any other investigation considered appropriate. A report on the incident is referred to the Commission, which determines what further action, if any may be required.

Complaints Received and Action taken for the Period

	1999-2000	2000-01
Total complaints received	14	18
Complaints withdrawn	3	1
Licences suspended pursuant to Section 66 (1) (b) of the <i>Liquor Act</i> (breaches of licence conditions)	1	2
Directions issued to licensees pursuant to Section 65 of the <i>Liquor Act</i>	10	0
Complaints awaiting decision	0	0

Restricted Areas

Restricted areas are lands in which the sale, consumption and possession of liquor are generally prohibited under the *Liquor Act*. Detailed list of restricted areas is provided in Appendix 6.

Number of Restricted Areas

1997-98	100
1998-99	104
1999-2000	104
2000-01	104

Residents in a restricted area can apply for a permit under Section 87 of the Act for a permission to possess and consume liquor in that area.

Number of Liquor Permits

Total Permits issued 2000-01	1,432
Permits revoked (including 393 revoked at Maningrida 27 December 2001)	403
Permits cancelled this financial year	14
Permits currently in effect	1,015

Seized Vehicles

Under 95 of the *Liquor Act*, conveyances which are used to breach the restricted area provisions by introducing or importing liquor into restricted areas and liquor involved can be seized.

Northern and Southern Regions

	1999-2000	2000-01
Conveyances seized	69	87
Conveyances returned	26	23

Kava

During 2000-01, consultations continued with Arnhemland Aboriginal communities concerning declaration of kava licence areas. The consultations resulted in three communities deciding to seek declaration of a kava licence area, three deciding not to seek an area with several others still considering their options. The Laynhapuy, Ramingining and Yirrkala communities formerly requested a licence area and have developed Kava Management Plans outlining how their kava licence area will operate. These plans have been approved by the Licensing Commission, thus providing a basis for the controlled availability of kava in those Arnhemland communities that want kava licensing.

The kava wholesale licence was awarded to the Laynhapuy Homelands Association with retail licensees to be advertised during 2001-02.

The following table shows that enforcement of the *Kava Management Act* has continued in 2000-01.

Kava Seized

	1999-2000	2000-01
Total amount seized	1,146.89 kg	2,249.85 kg
Persons charged	11	18
Convictions	4	3
Matters still before courts	7	14
Vehicles seized	3	5

Private Security Licensing

Two security provider licences have been suspended or cancelled by the Licensing Commission as a result of complaints, compliance inspections and police action in 2000-01.

There are 1,290 current and operative licences on the crowd controller's register with 955 of these holding dual licenses.

Since the inception of the Act in 1995, a total of 940 crowd controller licences have been allowed to expire by licensees.

Crowd Controller Licences

Type of Crowd Control Licence	Number Issued in 1999-2000	Number Issued in 2000-01
Transitional	0	0
Provisional	25	72
Full	365	411
Total	390	483

There are 1,223 current and operative licences on the Security Officers Register with 955 of these holding dual licenses.

Since the inception of security officer licensing in August 1998, 158 security officer licences have been allowed to expire by licensees.

Security Officer Licences

Type of Officer Licence	Number Issued in 1999-2000	Number Issued in 2000-01
Provisional	40	71
Full	320	406
Total Security Officer Licence	360	477
Security Firm Licences	19	17

Section 17 of the *Mutual Recognition Act* obliges the Licensing Commission to recognise the registration of a person in another Australian State or Territory as a Security Officer or Crowd Controller by issuing that person with the equivalent Northern Territory licence.

Licences Issued Under Mutual Recognition

Type of Licence	Jurisdiction	No. Issued in 1999-2000	No. Issued in 2000-01
Crowd Controllers Licence:	WA	6	5
	NSW	10	7
	QLD	24	25
	SA	8	16
	VIC	13	12
Sub Total		61	65
Private Security Officer Licence:	WA	3	7
	NSW	5	8
	QLD	21	30
	SA	5	18
	VIC	12	8
	ACT	1	-
Sub Total		47	71
Total		108	136

The Commission applies strict rules in relation to the licensing of persons or other entities as a security provider.

The Commission refuses approximately 10% of all applications, usually based on the applicant's criminal history, particularly where that person has committed crimes against persons or drug offences.

The Commission also has broad powers to impose conditions on licences where the circumstances call for tight control and supervision of particular licensees. The Commission has taken the stance of imposing special conditions on licences to ensure that members of the public are protected from undisciplined acts by crowd controllers or security officers.

Pursuant to Section 10(4) of the *Private Security Act*, the Licensing Commission is required to report to the Minister on the operation of the Act and include details of:

- a) Actions taken under Section 8 of the Act (declaring the Act to apply to a class of persons performing particular functions as security providers eg: locksmiths and alarm installers); and
- b) Copies of any codes of practice, or amendments to codes of practice, made under Section 48 of the Act.

There has been no action taken under Section 8 of the Act and furthermore there have been no amendments or new codes of practice issued.

The Act provides for a person to appeal to the Local Court within 28 days of receipt of a notice of the Commission's decision to refuse the grant of a licence. Throughout 2000-01, only one appeal was made to the Local Court.

Escort Agency Licensing

Prostitution Regulation Act became effective on 19 February 2001 and the Escort Agency Licensing Board was abolished. Its functions were transferred to the Northern Territory Licensing Commission.

The Act enables a licensing system for persons (escort agency) in the business of arranging for the provision of sexual services. A certificate system administered by the Northern Territory Police Department requires persons who wish to provide a sexual service pursuant to arrangements made by a licensed escort agency operator to apply for a certificate.

In 2000-01, the Commission has granted one (7) operator licence and 2 (5) manager licences. Also there have been 4 (6) operator licences and 2 (1) manager licences renewed. In the same period, the Commission handled 27 items with respect to escort agency licensing as follows:

Escort Agency Licences

	1999-2000	2000-01
Meetings	9	9
Operators renewal	6	4
Operators applications	7	3
Operators applications Rejected	1	2
Managers renewal	1	2
Managers application	5	2
Complaints	2	5
Total Items	31	27

Appendix 5 -

Number of Active Gaming Machines

Venue	Location	Qty of Machines
Airport Hotel	Darwin	6
Alice Springs Golf Club	Alice Springs	3
Alice Springs Memorial Club	Alice Springs	40
Alice Springs RSL Club	Alice Springs	12
Alyangula Golf Club Inc	Alyangula	8
Alyangula Recreation Club	Alyangula	12
Arafura Bowls & Social Club Inc	Darwin	4
Ayers Rock Resort	Alice Springs	6
Barkly Homestead	Tennant Creek	3
Beachfront Hotel	Darwin	6
Casuarina All Sports Club	Darwin	45
Crossways Hotel	Katherine	6
Darwin Bowls Club	Darwin	3
Darwin Golf Club	Darwin	13
Darwin North RSL Club	Darwin	6
Darwin RSL Sports & Social Club	Darwin	18
Darwin Rugby League Club	Darwin	2
Darwin Trailer Boat Club	Darwin	6
Federal Sports Club	Alice Springs	7
Gapview Resort	Alice Springs	6
Goldfields Hotel Motel	Tennant Creek	6
Gove Country Golf Club	Gove	5
Heavitree Gap Tourist Centre	Alice Springs	6
Hibiscus Tavern	Darwin	6
Hidden Valley Tavern	Darwin	6
Humpty Doo Hotel	Darwin	6
Humpty Doo Tavern	Darwin	6
Jabiru Sports & Social Club	Jabiru	8
Katherine Club	Katherine	25
Katherine Country Club	Katherine	10
Katherine Hotel	Katherine	6
Katherine Sports & Rec. Club	Katherine	10

Continued. Number of Gaming Machines, 2000-01.

Venue	Location	Qty of Machines
Litchfield Tavern	Darwin	6
Nightcliff Sports Club	Darwin	18
Noonamah Tavern	Darwin	4
Old Elsey Roadside Inn	Katherine	3
Palmerston Golf & Country Club	Darwin	22
Palmerston Sporting & Community Club	Darwin	45
Palmerston Sports Club	Darwin	45
Palmerston Tavern	Darwin	6
Parap Village Tavern	Darwin	6
Pine Creek Hotel	Pine Creek	6
PINT Club (Alice Springs)	Alice Springs	6
PINT Club (Darwin)	Darwin	20
Plaza Karama Tavern	Darwin	6
RAOB Club (Darwin)	Darwin	11
Rum Jungle Motor Inn	Batchelor	3
Rum Jungle Recreation club	Batchelor	5
Sporties Club	Tennant Creek	8
St Mary's Football Club Inc	Darwin	12
Tennant Creek Bowling Club	Tennant Creek	4
Tennant Creek Hotel	Tennant Creek	6
Tennant Creek Memorial Club	Tennant Creek	18
The Arnhem Club	Gove	45
The Darwin Sailing Club	Darwin	5
Timber Creek Wayside Inn	Timber Creek	4
Todd Tavern	Alice Springs	6
Top End Hotel	Darwin	6
Tracy Village Social & Sports Club	Darwin	40
Victoria Hotel	Darwin	6
West's Sporting Club	Alice Springs	16
Winnellie Hotel	Darwin	6
62 Active Venues		706

Appendix 6 -

Locations of Restricted Areas

Aherrenge Land Trust	Maryvale
Alcoota	Mataranka Transient Camp
Ali Curung	Mbunghara
Alpurrurulam Community	Milikapati
Amanbidji	Milingimbi
Ammaroo (Atnwengerrpe Aboriginal Trust)	Mistake Creek
Angula and Mulga Bore	Mount Allan Station
Angurugu (Groote Eylandt)	Mpweringe - Arnapipe
Animburra Community	Mudginberri
Anningie	Mungkarta
Anyungyumba Community	Murray Downs
Apiwentye Community	Mutitjulu
Areyonga	Myatt Community
Atitjere	Napperby Station
Barunga	Ngalpa Ngalpa Camp
Bathurst Island	Ngukurr
Beswick	Numbulwar
Binjari Community	Nyirripi
Bujana Outstation	Oenpelli
Bulla Community	Old Top Springs
Canteen Creek	Papunya
Croker Island	Port Keats
Daguragu	Pularumpi
Daly River	Ramingining
Daly River Mission	Robinson River
Docker River	Rockhole Community
Elsley Station	Roper Valley Station
Eva Valley	Santa Teresa
Finke	Stirling (Wilowra)
Five Mile Camp	Tara
Galiwinku (Elcho Island)	Tanami Downs Station
Galaru	Tingkarli Town Camp
Gapuwiyak (Lake Evalla)	Ti Tree
Goulburn Island	Ukaka
Hermannsburg	Umbakumba (Groote Eylandt)

Hodgson Downs	Urapunga Pastoral Lease
Hodgson River Station	Urapunga Station
Ikuntji Community (Haasts Bluff)	Urlampe
Imanpa Community	Utopia
Jabiru - Lot 2317	Village Sorry Camps
Junkaji Greenwood Community	Wartijilpungara Camp
Kalano Farm	Warumungu (Nguraminyi)
Kalkaringi	Ngurratiji Community
Kalumpurla and Bluebush Community	Werrenbum Community
Karlantijpa	Wilgie Beach
Kunuyungku	Willowra
Kybrook Farm	Wunara Community
Lajamanu	Wuppa Town Camp
Mainoru	Wutungurrura (Epenarra)
Mamukala	Yarralin
Maningrida	Yirrkala
Marlinja Community	Yuendumu

Appendix 7 -

Lotteries Fund Disbursement 2000-01

Date	Organisation	Amount (\$)
06-Jul-00	Walungurru Community Council	5,000
17-Aug-00	Pine Creek Community Government Council	550
17-Aug-00	Nth Aust Strict Tempo Dance Assoc Inc	5,500
17-Aug-00	Corrugated Iron Youth Arts	2,000
17-Aug-00	Nhulunbuy Over Threes Association Inc	2,000
28-Aug-00	Warruwi Community - Goulburn Island	1,000
28-Sep-00	Carols Under the Stars	1,000
28-Sep-00	NT Police Museum & Historical Society	1,000
02-Oct-00	Palmerston Regional Business Association	2,350
02-Oct-00	Smile A Mile Fun Bus & Toy Library	500
09-Oct-00	YMCA - Palmerston Program	2,000
09-Oct-00	Philadelphia Indonesia Uniting Church	2,000
09-Oct-00	Toughlove NT Inc	2,000
09-Oct-00	Jingili Primary School	1,000
25-Oct-00	Palmerston Apostolic Church	1,000
25-Oct-00	Malak Family Centre	2,500
25-Oct-00	Preeti Kunj Child Care Centre	2,500
07-Nov-00	Mataranka Community Government Council	2,500
10-Nov-00	Historical Society of Katherine	3,850
10-Nov-00	Katherine Regional Family Child Care Inc	2,000
14-Nov-00	Christmas in Darwin Association Inc	4,400
18-Nov-00	Three Year Old Kindy	2,430
18-Nov-00	Brunette Downs Playgroup	2,000
18-Nov-00	NT Minnows Association	2,000
18-Nov-00	Rona Glynn Pre-school	2,500
22-Nov-00	Lone Fathers Association	2,000
12-Dec-00	Peppimenarti Community Council Inc	1,100
13-Dec-00	Smile A Mile Fun Bus & Toy Library	1,100
05-Dec-00	Darwin Patchworkers & Quilters Inc	2,600
09-Dec-00	Peter Richardson (Donation/S/ship)	300
23-Jan-01	Pine Creek Community Government Council	1,100
05-Feb-01	Barkly Regional Arts	3,700
27-Mar-01	Palmerston Concert Band & Youth Ensemble	3,200

Continued. Lotteries Fund Disbursement, 2000-01.

Date	Organisation	Amount (\$)
27-Mar-01	Sponsor Family Association	3,500
27-Mar-01	National Trust (NT) Stuart Branch	2,200
27-Mar-01	Dripstone High School	1,000
30-Mar-01	Mataranka Primary School	2,000
11-Apr-01	Katherine Isolated Children's Service	2,500
09-Apr-01	Naiyu Nambiyu Comm Govt Council	3,000
10-Apr-01	Alice Springs Safety House	500
01-May-01	Adelaide River Show Society	2,000
01-May-01	Darwin Camera Club	2,500
01-May-01	St Francis Xavier Childcare Centre	2,130
15-May-01	Clubs NT	2,000
15-May-01	Palmerston City Council	3,300
15-May-01	Alice Springs RSL Club	2,000
22-May-01	Marrara Dragons Soccer Club	2,000
22-May-01	Playgroup Assoc for Tiwi Playgroup	3,000
01-May-01	Peppimenarti Community Council Inc	800
01-Jun-01	Rural Old Timers Association	3,000
Total	2000-01	108,110

Appendix 8 -

Community Gaming Machines, Gross Profit, Tax and Community Benefit Levy

Venue	Qty of Machines	Total Gross Profit (\$)	NT Tax @ 37.91%	Community Benefit Levy (\$)	GST (\$)
Alice Springs Golf Club	3	37,306	14,143	-	3,391
Alice Springs Memorial Club	40	1,034,100	392,027	-	94,000
Alice Springs RSL Club	12	270,723	102,631	-	24,609
Alyangula Golf Club Inc	8	151,561	57,457	-	13,777
Alyangula Recreation Club	12	523,751	198,554	-	47,609
Arafura Bowls & Social Club Inc	4	29,5441	1,200	-	2,686
Casuarina All Sports Club	45	3,654,175	1,385,298	-	332,165
Darwin Bowls Club	3	13,812	5,236	-	1,255
Darwin Golf Club	13	139,737	52,974	-	12,702
Darwin North RSL Club	6	70,743	26,819	-	6,431
Darwin RSL Sports & Social Club	19	369,716	140,159	-	33,607
Darwin Rugby League Club	2	7,795	2,955	-	709
Darwin Trailer Boat Club	6	88,834	33,677	-	8,075
Federal Sports Club	7	129,564	49,118	-	11,777
Gove Country Golf Club	5	154,567	58,596	-	14,050
Jabiru Sports & Social Club	8	462,987	175,518	-	42,086
Katherine Club	24	1,237,847	469,268	-	112,520
Katherine Country Club	10	369,563	140,101	-	33,593
Katherine Sports & Rec. Club	10	326,987	123,961	-	29,723
Nightcliff Sports Club	18	510,140	193,394	-	46,372
Palmerston Golf & Country Club	22	450,981	170,967	-	40,994
Palmerston Sporting & Community Club	45	1,551,059	588,007	-	140,991
Palmerston Sports Club	45	2,544,023	964,439	-	231,252
Pint Club - Alice Springs	6	212,232	80,457	-	19,292
PINT Club (Darwin)	20	560,071	212,323	-	50,910
RAOB Club (Darwin)	11	408,401	154,825	-	37,124
Rum Jungle Recreation club	5	320,151	121,369	-	29,102
Sporties Club	8	141,334	53,580	-	12,847
St Mary's Football Club Inc	12	350,440	132,852	-	31,855
Tennant Creek Bowling Club	4	57,935	21,963	-	5,266
Tennant Creek Memorial Club	18	1,001,498	379,668	-	91,036
The Arnhem Club	45	2,533,383	960,405	-	230,285
The Darwin Sailing Club	5	66,699	25,286	-	6,063
Tracy Village Social & Sports Club	40	1,311,585	497,222	-	119,223

Continued. Community Gaming Machines, Gross Profit, Tax and Community Benefit Levy, 2000-01.

Venue	Qty of Machines	Total Gross Profit (\$)	NT Tax @ 37.91%	Community Benefit Levy (\$)	GST (\$)
West's Sporting Club	16	345,923	131,139	-	31,444
Airport Hotel #	6	125,923	47,737	31,481	11,446
Ayers Rock Resort	6	289,074	109,588	72,269	26,277
Barkly Homestead	3	9,446	3,581	2,362	859
Beachfront Hotel	6	471,396	178,706	117,849	42,850
Crossways Hotel	6	340,969	129,261	85,242	30,994
Gapview Resort	6	40,923	15,514	10,231	3,720
Goldfields Hotel Motel	6	260,973	98,935	65,243	23,722
Heavitree Gap Tourist Centre	6	253,353	96,046	63,338	23,030
Hibiscus Tavern	6	468,059	177,441	117,015	42,547
Hidden Valley Tavern	6	152,883	57,958	38,221	13,897
Humpty Doo Hotel	6	349,592	132,530	87,398	31,778
Humpty Doo Tavern	6	47,426	17,979	11,857	4,311
Katherine Hotel	6	343,393	130,180	85,848	31,214
Litchfield Tavern	6	125,696	47,651	31,424	11,426
Noonamah Tavern	4	38,965	14,771	9,741	3,542
Old Elsey Roadside Inn	3	35,985	13,642	8,996	3,271
Palmerston Tavern	6	359,155	136,156	89,789	32,647
Parap Village Tavern	6	300,676	113,986	75,169	27,331
Pine Creek Hotel	6	200,549	76,028	50,137	18,230
Plaza Karama Tavern	6	529,246	200,637	132,311	48,108
Rum Jungle Motor Inn	3	88,414	33,518	22,103	8,037
Tennant Creek Hotel	6	243,281	92,228	60,820	22,114
Timber Creek Wayside Inn	4	121,057	45,893	30,264	11,004
Todd Tavern	6	318,705	120,821	79,676	28,970
Top End Hotel	6	279,763	106,058	69,941	25,430
Victoria Hotel	6	479,158	181,649	119,789	43,555
Winnellie Hotel	6	278,453	105,561	69,613	25,311
62 Active Venues	706	27,991,680	10,611,646	1,638,128	2,544,444

Appendix 9 -

Community Benefit Fund Disbursements 2000-01

Organisation	Amount (\$)
Anglicare	\$ 86,616.20
Amity Community Services	\$ 88,000.00
Volunteering NT	\$ 25,000.00
Royal Agricultural Society NT	\$ 83,751.00
Darwin Volunteer Unit (NTES)	\$ 11,000.00
Katherine Regional Economic Development Organisation	\$ 14,564.96
Mataranka Better Half Club	\$ 30,000.00
Parap Family Centre	\$ 12,200.00
Groote Eylandt Touch Football Assoc	\$ 30,000.00
King Ash Bay Fishing Club	\$ 15,000.00
Humpty Doo Village Green	\$ 38,510.00
Anglicare Top End	\$ 11,000.00
Chung Wah Society	\$ 12,000.00
Anzac Hill High School	\$ 16,000.00
Wagaman Primary School Council	\$ 17,000.00
Parap Primary School Council	\$ 16,564.00
Titjikala Women's Centre	\$ 20,000.00
NT Youth Music Camp Association	\$ 4,000.00
Total	\$531,206.16

Appendix 10 -

Acronyms

ACCC	Australian Competition and Consumer Commission
AFTA	Australian Federation of Travel Agents
AIDNT	Australian Industry & Defence Network - Northern Territory
ALB	Agents Licensing Board
BEC	Business Enterprise Centre
BLIS	Business Licensing Information Service
BNN	Business Names Northern
BP	Business Paper (Procurement request/explanation papers)
BREDC	Barkly Regional Economic Development Committee
BWCC	Business Women's Consultative Council
CAC	Consumer Affairs Council
CAFTA	Consumer Affairs and Fair Trading Act
C of E	Certificate of Exemption from public tender
CAPS	Contract and Procurement Services (Department of Corporate and Information Services)
CARDC	Central Australian Regional Development Committee
CEO	Chief Executive Officer
COMET	Commercialising Emerging Technologies
CPAC	Consumer Products Advisory Committee
CRDNT	Council for Regional Development NT
DEWRSB	Department of Employment Workplace Relations and Small Business
DIB	Department of Industries and Business
DOTRS	Department of Transport and Regional Services
EABDA	East Arnhem Business Development Association
FFF	Foundations For Our Future
FTOAC	Fair Trading Officers Advisory Committee
GAS	Government Accounting System
IFRC	Investment Facilitation Review Committee
NTISO	Industry Search and Opportunities (Office)
IT & T	Information Technology and Telecommunications
ITOL	Information Technology On-line
KREDO	Katherine Region Economic Development Organisation
KROL	Katherine Region On Line
LIAPP	Local Industry and Aboriginal Participation Plan
LMVD	Licensed Motor Vehicle Dealer
MCCA	Ministerial Council on Consumer Affairs
MOU	Memorandum of Understanding
MTA	Motor Trades Association
NCP	National Competition Policy
NOIE	National Office for the Information Economy
NSC	National Standards Commission
NTACC	NT Area Consultative Committee
OH&S	Occupational Health & Safety
RANMS	Regional And Northern Maintenance Services
REINT	Real Estate Institute of the Northern Territory
PADR	Personal Achievement & Development Review
PRB	Procurement Review Board
QTAB	Queensland Totalisator Agency Board
REDC	Regional Economic Development Committee
RSMS	Regional Sponsored Migration Scheme
SCOCA	Standing Committee of Officials of Consumer Affairs
TBC	Territory Business Centre
TPA	Trade Practices Act
TCA	Territory Construction Association
TID	Tourism Infrastructure Development
TMAC	Trade Measurement Advisory Committee
UCCCMC	Uniform Consumer Credit Code Management Committee
WTIA	Welding Technology Institute of Australia