

Contrary to Public Interest

**From:** Elizabeth Goli  
**Sent:** Tuesday, 10 January 2017 2:38 PM  
**To:** Natalie Barber  
**Cc:** Jim Murphy  
**Subject:** FW: Information Only : 00109-2017 Subject: Letter form the Queensland Ombudsman RE: informal investigation into aspects of the state Penalties Enforcement Registry's administration of debt collection

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Natalie,

The Ombudsman's Office has made some useful suggestions for improvements re alignment of information on hardship guidelines and the use of SMS messaging for driver licence suspension notification. Can you please ensure that these are considered and appropriately actioned.

Regards,

Liz

**Elizabeth Goli**  
Commissioner of State Revenue  
Office of State Revenue  
Queensland Treasury  
Level 21, 1 William Street

Contrary to Public Interest

Web: [www.qld.gov.au/osr](http://www.qld.gov.au/osr)



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**From:** CorroUnitCWS  
**Sent:** Tuesday, 10 January 2017 12:48 PM  
**To:** Elizabeth Goli  
**Subject:** Information Only : 00109-2017 Subject: Letter form the Queensland Ombudsman RE: informal investigation into aspects of the state Penalties Enforcement Registry's administration of debt collection

Item Number 00109-2017 has been sent to you for information only. No response is required.

These comments were provided by Nina McKinlay: FYI .

**Item Details**

Document Type: Information Only  
Subject: Letter form the Queensland Ombudsman RE: informal investigation into aspects of the state Penalties Enforcement Registry's administration of debt collection

You should either:

1. Read the comments provided by Nina McKinlay regarding your involvement.
2. View any attachments.
3. Note this information for future reference.

Please click on the [Item Link](#) to view the Information Only

If you have any queries, please contact a member of the Business Support Team in your area or the Ministerial Correspondence co-ordinator.

email: EmailInformationOfficerNotification

RTI RELEASE

Contrary to Public Interest

**From:** Elizabeth Goli  
**Sent:** Wednesday, 11 January 2017 2:56 PM  
**To:** Natalie Barber  
**Subject:** FW: SPER on the Gold Coast  
**Attachments:** VISS progress report - Tranches.pptx; RE: SPER on the Gold Coast

Hi Natalie,

I have just spoken to [redacted] about the issue with the data provided. Can we discuss how we deal with this. I am a little disturbed at Scott Forbes' comments that SPER has been reluctant to assist, as I don't think this would have been the case.

Regards,

Liz

**Elizabeth Goli**  
Commissioner of State Revenue  
Office of State Revenue  
Queensland Treasury  
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**From:** Graham Metcalf  
**Sent:** Wednesday, 11 January 2017 9:12 AM  
**To:** Elizabeth Goli; Natalie Barber  
**Cc:** Allison White; [redacted] Nicole Quayle  
**Subject:** FW: SPER on the Gold Coast

Morning Liz, Natalie

I thought it might be a good idea to catch up and discuss some of the current requests we are getting from the Ministerial office (details below and attached) and how best to address both the short and longer term ones.

Nicole has updated me on some of the history here and I'm trying to ensure the communications team can balance the expectations of the ministerial staff as well as Treasury.

Regards

Graham Metcalf  
A/Media Manager  
Strategic Communications

Queensland Treasury  
Level 25, 1 Williams Street

Contrary to Public Interest

Team email: [media@treasury.qld.gov.au](mailto:media@treasury.qld.gov.au)

Web: [www.treasury.qld.gov.au](http://www.treasury.qld.gov.au)



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**From:** Scott Forbes Contrary to Public Interest

**Sent:** Tuesday, 10 January 2017 5:29 PM

**To:** Graham Metcalf; Media

**Cc:** Jason.humphreys Contrary to Public Interest

**Subject:** RE: SPER on the Gold Coast

Attached is the template I sent through last week.

Can I get that updated. I'll speak with Logan and Ipswich media tomorrow afternoon.

Tomorrow morning I'll need to know which suburbs the two vehicles on the Gold Coast were clamped in and the model of vehicle.

Cheers

**From:** Scott Forbes

**Sent:** Tuesday, 10 January 2017 5:27 PM

**To:** 'Graham Metcalf' Contrary to Public Interest

**Cc:** Media <[media@treasury.qld.gov.au](mailto:media@treasury.qld.gov.au)>

**Subject:** RE: SPER on the Gold Coast

No, don't contact the journalist. We did good work last year in keeping media abreast of movements and updates, which was tedious but necessary.

Last year we did a suburb-by-suburb breakdown for all of them over Christmas.

We need to maintain that level of engagement to keep media involved in the narrative, but SPER has been very reluctant to assist.

The filming with Channel 7 was a breakthrough, but we need regular reports and we need it factored into our forward plan.

Cheers

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**From:** Graham Metcalf Contrary to Public Interest

**Sent:** Tuesday, 10 January 2017 5:16 PM

**To:** Scott Forbes Contrary to Public Interest

**Cc:** Media <[media@treasury.qld.gov.au](mailto:media@treasury.qld.gov.au)>

**Subject:** RE: SPER on the Gold Coast