

Contrary to Public Interest

From: Natalie Barber
Sent: Friday, 14 July 2017 9:59 AM
To: Elizabeth Goli; [redacted]
Cc: Kristine Gould; [redacted]
Subject: RE: URGENT - Additional brief required and changes to a brief for Estimates
Attachments: Sch. 3(2)(1)(b) [redacted]

Hi Liz

Pls see revised version attached and saved.

[redacted] are drafting the new one and it will be with you soon.

Regards,
Natalie

Natalie Barber
Registrar
State Penalties Enforcement Registry
Office of State Revenue
Queensland Treasury
GPO Box 1387, Brisbane 4001

[redacted]

Web: www.qld.gov.au/osr



Queensland
Government

From: Elizabeth Goli
Sent: Friday, 14 July 2017 9:03 AM
To: [redacted]
Cc: Natalie Barber [redacted]
Subject: FW: URGENT - Additional brief required and changes to a brief for Estimates

Hello [redacted]

Can you please action as requested.

Regards,

Liz

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

[redacted]

Contrary to Public Interest

Web: www.qld.gov.au/osr



Queensland
Government

From: Kristine Gould
Sent: Friday, 14 July 2017 9:00 AM
To: Natalie Barber; Elizabeth Goli
Cc: RI-CLLO & Ministerial Services
Subject: URGENT - Additional brief required and changes to a brief for Estimates

Hi Natalie and Liz

Sch. 3(2)(1)(b)

Regards
Kris

Kristine Gould
A/Director-CLLO and Ministerial Services
Risk and Intelligence
Queensland Treasury
Level 38, 1 William Street

Contrary to Public Interest

Web: www.treasury.qld.gov.au

Pages 535 through 539 redacted for the following reasons:

Cabinet Matter - Sch.3(2)(1)(b)

RTI RELEASE

Lauren Martin

From: Natalie Barber
Sent: Friday, 14 July 2017 4:44 PM
To: Elizabeth Goli
Cc: Contrary to Public Interest
Subject: RE: Draft Steering Committee Mintues for approval

Hi Contrary to Public Interest

I have no changes to the minutes and endorse them for distribution.

Regards,
Natalie

Natalie Barber
Registrar
State Penalties Enforcement Registry
Office of State Revenue
Queensland Treasury
GPO Box 1387, Brisbane 4001

Contrary to Public Interest

Web: www.qld.gov.au/osr



From: Contrary to Public Interest
Sent: Friday, 14 July 2017 8:14 AM
To: Elizabeth Goli Contrary to Public Interest Natalie Barber <Contrary to Public Interest>
Contrary to Public Interest
Subject: Draft Steering Committee Mintues for approval

Good afternoon Liz and Natalie,

Both Contrary to Public Interest have reviewed the attached minutes. Would you please review and confirm that you are happy for these to be included in the upcoming Steering Committee Agenda (and supporting papers) which is expected to be distributed mid-next week.

Kind regards

Contrary to Public Interest

Project Manager
SPER Program
State Penalties Enforcement Registry (SPER)
Office of State Revenue
Queensland Treasury

GPO Box 1387, Brisbane, Qld 4001

Contrary to Public Interest

Web: www.sper.qld.gov.au, www.qld.gov.au/osr



Proudly working with White Ribbon to create a safer workplace
Australia's campaign to stop violence against women

RTI RELEASE

Lauren Martin

From: Elizabeth Goli
Sent: Monday, 17 July 2017 12:58 PM
To: Natalie Barber
Cc: Contrary to Public Interest
Subject: SPER Estimates. A media issue to prepare for

Hi Natalie,

Sch. 3(2)(1)(b)

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



Lauren Martin

From: Elizabeth Goli
Sent: Monday, 17 July 2017 5:35 PM
To: Contrary to Public Interest Natalie Barber
Cc: Contrary to Public Interest
Subject: RE: Draft Steering Committee Minutes for approval
Attachments: SC-minutes-22-jun-17 (2).docx

Hello Contrary to Public Interest

Thanks you for the draft. I don't have any changes.

I have however marked up on the document attached the key action items that need to be actioned for the meeting next week. Can you please ensure that we have these updated and closed off for the meeting.

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



**Queensland
Government**

From: Contrary to Public Interest
Sent: Friday, 14 July 2017 8:14 AM
To: Elizabeth Goli; Natalie Barber
Cc: Contrary to Public Interest
Subject: Draft Steering Committee Mintues for approval

Good afternoon Liz and Natalie,

Both Contrary to Public Interest have reviewed the attached minutes. Would you please review and confirm that you are happy for these to be included in the upcoming Steering Committee Agenda (and supporting papers) which is expected to be distributed mid-next week.

Kind regards

Contrary to Public Interest

Project Manager
SPER Program

State Penalties Enforcement Registry (SPER)
Office of State Revenue
Queensland Treasury
GPO Box 1387, Brisbane, Qld 4001

Contrary to Public Interest

Web: www.sper.qld.gov.au, www.qld.gov.au/osr



Proudly working with White Ribbon to create a safer workplace
Australia's campaign to stop violence against women

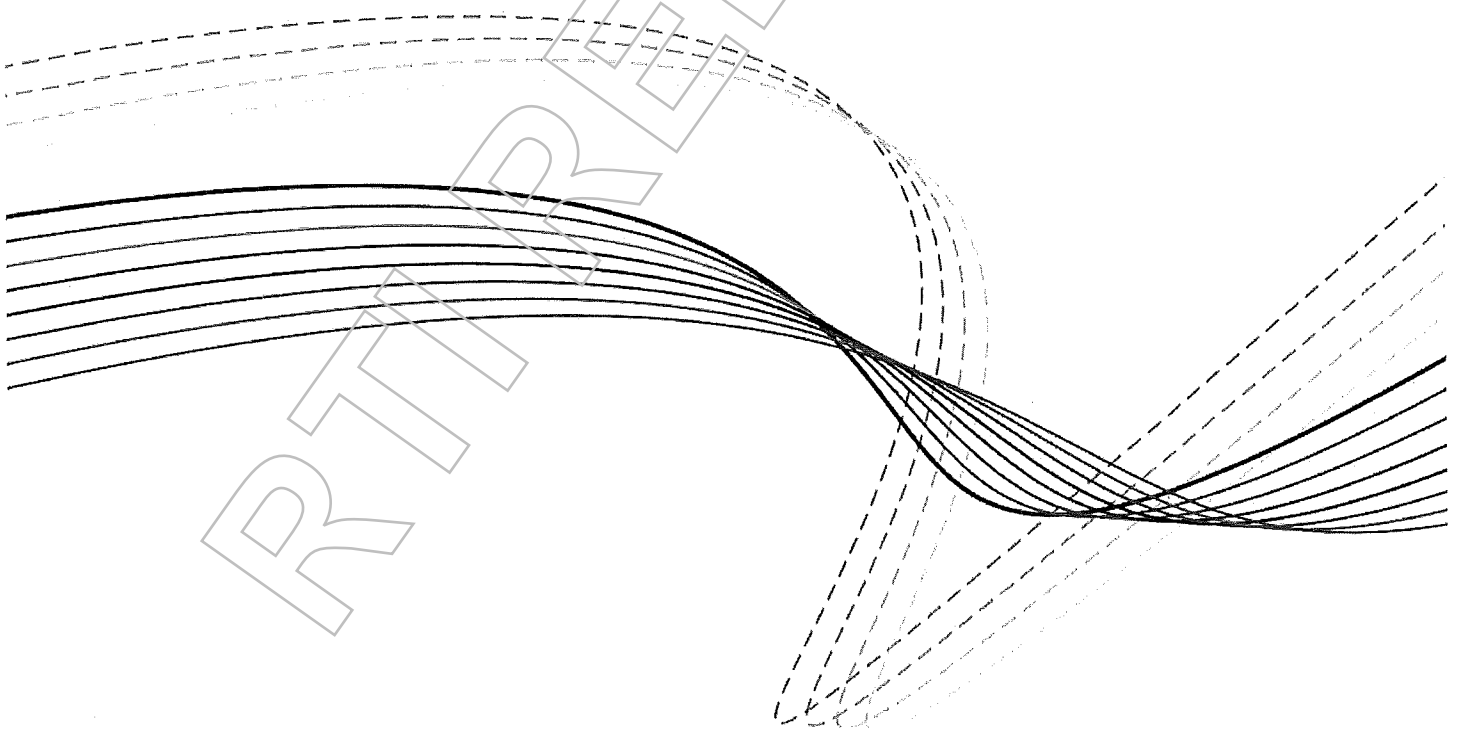
RTI RELEASE

QUEENSLAND TREASURY

SPER Program

Steering Committee Meeting Minutes

22 June 2017




RTI RELEASE SE



Purpose

The purpose of the State Penalties Enforcement Registry (SPER) Program Steering Committee is to provide strategic direction in order to ensure the SPER Program is delivered on time and within budget.

Timings:	10:30am-12:30pm, 22 June 2017		
Venue:	Room 24.02, Level 24, 1 William Street		
Members:	Elizabeth Goli	LG	Commissioner, Office of State Revenue (OSR), Queensland Treasury (QT) (Program Sponsor)
	Geoff Waite	GW	Assistant Under Treasurer Corporate Group
	Natalie Barber	NB	SPER Registrar (Program Director)
Advisers / Invitees:	Contrary to Public Interest	ML	SPER Program Manager
	Tony Kulpa	TK	Treasury Chief Information Officer
	David Quinn	DQ	SPER Executive Advisor
	Contrary to Public Interest	MB	SPER Program Director Delegate & Transformation advisor
		DC	BDO Consulting (Implementation advisor)
		NA	QT Internal Auditor (PwC)
		BM	SPER Program Officer (Secretariat)
Apologies:	Dennis Molloy	DM	Deputy Under Treasurer Fiscal Group
Presentation	Steering Committee Meeting Agenda presentation 22 June 2017		
			

Item	Item	Who	Discussion	Outcomes/Actions	Who	By When
	Welcome and Apologies	LG	Chair welcomed the committee members. Minutes of the previous Committee meeting were endorsed.	Nil		
1	Steering Committee Actions	ML/MB	<p>Action Items reviewed</p> <p>Contrary to Public Interest</p> <p><u>Update on the implementation of the proposed CRM solution.</u></p> <p>Key aspects of this are being incorporated in the implementation reset process. Outstanding issues relating to CRM will be picked up through this activity and be considered as part of the revised implementation methodology and revised governance arrangements.</p> <p><u>Review and alignment of the SPER risks</u></p> <p>This is being considered as part of the revised implementation methodology and revised governance arrangements resulting in a more structured and improved focus on risk management.</p> <p><u>On-boarding of a Business Process Mapping expert</u></p> <p>This activity is underway, an ITO was prepared and a preferred partner selected. The Contract is expected to be signed and the engagement to commence by 26 June 17.</p> <p>NA asked for clarification regarding the success criteria for the BPM activity to ensure outcomes are achieved and that the engagement is adding value to the Program. GW agreed noting that there is a need to understand what success looks like.</p> <p><u>Updated and agreed Implementation Methodology, project plan and governance model due 30 June 17</u></p> <p>This work continues, and significant time in the July Steering Committee meeting will be allocated to brief the Committee. Refer Item 2 for update.</p>	<p>This action item to be closed</p> <p>This action item to be closed</p> <p>This action item to be closed</p> <p>MB to circulate to Steering Committee members the success criteria associated with the BPM activity</p> <p>Committee to be briefed on the Implementation Methodology and revised governance model on 25 July 17</p>	<p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p> <p>MB/ML</p>	<p>22 June 17</p> <p>22 June 17</p> <p>22 June 17</p> <p>25 July 17</p> <p>25 July 17</p>

SPER Program

Item	Item	Who	Discussion	Outcomes/Actions	Who	By When
			<p>SPER Legacy environment stabilisation</p> <p>Refer Item 3 for an update.</p> <p>Contrary to Public Interest</p> <p>Sch. 3(2)(1)(b)</p>		MB/ML	25 July 17
2	SPER and the Implementation Reset	ML/MB	<p>ML provided an update on the Implementation Methodology and spoke to the detailed plan (as presented to the Steering Committee).</p> <p>The activity remains on track.</p> <p>Contrary to Public Interest</p> <p>TK noted the importance of ensuring appropriate processes are in place to enable change requests to be considered in terms of configuration v customisation.</p>	Nil		

SPER Program

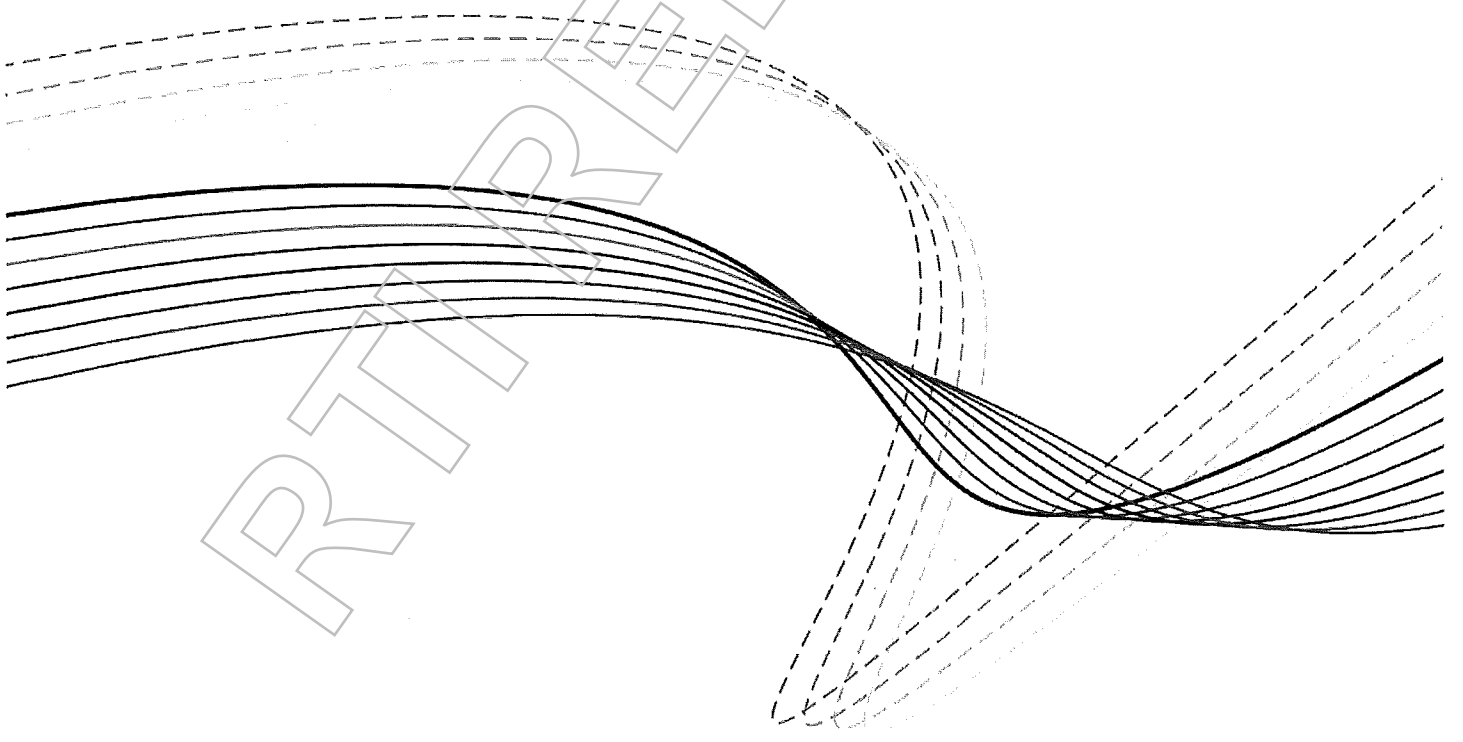
Item	Item	Who	Discussion	Outcomes/Actions	Who	By When
		NB	<p>GW noted the importance of ensuring the Program delivers the system within the current budgetary requirements and that customisation is to be avoided.</p> <p><u>Treasurer's Office Briefing</u></p> <p>The Treasurer's Office was briefed on the progress of the implementation reset on 21 June. The Treasurer's Office will be advised of a revised date and any material variations once known.</p>			
3	SPER Legacy Environment	ML	<p>SPER has met with DJAG and CITEC to discuss the SPER Legacy environment and there are further commercial conversations to be had to ensure risks are mitigated.</p> <p>In parallel to this SPER continues to progress the planning in relation to the WDO solution and the consideration of the three options which include a) legacy only b) CGI portal and c) QUT option. At this stage the CGI Portal appears to be the best approach however there are timing constraints that still need to be worked through.</p>	Nil		
<p>Contrary to Public Interest</p>					MB	25 July 17
6	Timing and Costs Impacts	MB	<p>The budget will be reviewed and a reprioritisation of activities will be considered as part of the governance reset. NB noted that a number of resources have been lost and not filled. GW would be interested in understanding the cashflow position since 2014 (month by month).</p>	Steering Committee to be provided with cashflow (by month) since 2014.	MB	

SPER Program

Item	Item	Who	Discussion	Outcomes/Actions	Who	By When
7	Next Meeting		Tuesday 25 July 2017			

DRAFT PLEASE

RTI RELEASE



Queensland
Government

RTI Document No.551

Pages 552 through 563 redacted for the following reasons:

Executive council matter - Sch.3(3)(1)(e)
Parliamentary Privilege - Sch.3(6)(c)(i)

RTI RELEASE

Lauren Martin

From: Elizabeth Goli
Sent: Tuesday, 25 July 2017 3:48 PM
To: Natalie Barber; Narelle A Houston
Cc: Contrary to Public Interest
Subject: Fwd: Gold Coast Community Cabinet and any outstanding Corro

Hell Natalie & Narelle,

Can you please ensure action.

Regards,

Liz

Sent from my iPhone

Begin forwarded message:

From: Diane Fahey Contrary to Public Interest
Date: 25 July 2017 at 3:11:03 pm AEST
To: Elizabeth Goli Contrary to Public Interest Rebecca Lieschke
Contrary to Public Interest
Cc: Nina McKinlay Contrary to Public Interest Elizabeth Russell
Contrary to Public Interest Kristine Gould Contrary to Public Interest
Subject: Gold Coast Community Cabinet and any outstanding Corro

Hi

Can you please chase these few pieces of corro that may still be outstanding?

Cabinet are sitting on the Gold Coast next week and the Treasurer Office would like to be across any outstanding issues.

This Part Out of Scope of Application

02609-2017 Letter from John-Paul Langbroek RE: SPER fine for Contrary to Public Interest

02724-2017 referred from the Premiers office on a SPER matter for Contrary to Public Interest

If we could have the Thursday lunch time would be appreciated.

Thanks Di

Diane Fahey
Manager Corro Unit
Queensland Treasury
Level 38, 1 William Street

Contrary to Public Interest

Web: www.treasury.qld.gov.au



**Queensland
Government**

RTI RELEASE

Lauren Martin

From: Elizabeth Goli
Sent: Tuesday, 25 July 2017 4:02 PM
To: Natalie Barber; Narelle A Houston; **Contrary to Public Interest**
Subject: Fwd: Gold Coast Community Cabinet and any outstanding Corro n

Apologies for the typo - meant to say hello!

Sent from my iPhone

Begin forwarded message:

From: Elizabeth Goli **Contrary to Public Interest**
Date: 25 July 2017 at 3:48:07 pm AEST
To: Natalie Barber **Contrary to Public Interest** Narelle A Houston
Contrary to Public Interest
Cc: **Contrary to Public Interest**
Subject: Fwd: Gold Coast Community Cabinet and any outstanding Corro

Hello Natalie & Narelle,

Can you please ensure action.

Regards,

Liz

Sent from my iPhone

Begin forwarded message:

From: Diane Fahey **Contrary to Public Interest**
Date: 25 July 2017 at 3:11:03 pm AEST
To: Elizabeth Goli **Contrary to Public Interest** Rebecca Lieschke
Contrary to Public Interest
Cc: Nina McKinlay **Contrary to Public Interest** Elizabeth Russell
Contrary to Public Interest Kristine Gould
Subject: Gold Coast Community Cabinet and any outstanding Corro

Hi

Can you please chase these few pieces of corro that may still be outstanding?

Cabinet are sitting on the Gold Coast next week and the Treasurer Office would like to be across any outstanding issues.

Contrary to Public Interest

02609-2017 Letter from John-Paul Langbroek RE: SPER fine for **Contrary to Public Interest**

02724-2017 referred from the Premiers office on a SPER matter for Contrary to Public Interest

If we could have the Thursday lunch time would be appreciated.

Thanks Di

Diane Fahey
Manager Corro Unit
Queensland Treasury
Level 38, 1 William Street

Contrary to Public Interest

Web: www.treasury.qld.gov.au



**Queensland
Government**

RTI RELEASE

Lauren Martin

From: Elizabeth Goli
Sent: Tuesday, 25 July 2017 4:52 PM
To: Natalie Barber; **Contrary to Public Interest**
Cc: Jonathan Scott
Subject: Fwd: Unpaid tolls and associated charges in SPER

Hello Natalie & **Contrary to Public Interest**

Can you please prepare a response. I will resend the email.

Regards,

Liz

Sent from my iPad

Begin forwarded message:

From: Jonathan Scott **Contrary to Public Interest**
Date: 25 July 2017 at 4:41:19 pm AEST
To: Elizabeth Goli **Contrary to Public Interest**
Cc: Rebecca Lieschke **Contrary to Public Interest** Natalie Barber
Contrary to Public Interest
Subject: RE: Unpaid tolls and associated charges in SPER

Hi Liz

We are still waiting to hear from Jason but Lindsay (A/CoS) has indicated we should respond with what we have done and to set the record straight.

Is it possible to address the issues raised in a letter rather than full response? Also if we could see a copy of the letter first that would be appreciated (if it is to be sent from you as Commissioner).

Cheers
Jon

Jonathan Scott
Departmental Liaison Officer
Queensland Treasury

Contrary to Public Interest

From: Elizabeth Goli
Sent: Thursday, 20 July 2017 4:10 PM
To: Jonathan Scott
Subject: RE: Unpaid tolls and associated charges in SPER

Thanks Jon

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



**Queensland
Government**

From: Jonathan Scott
Sent: Thursday, 20 July 2017 4:10 PM
To: Elizabeth Goli
Cc: Jim Murphy; Natalie Barber
Subject: RE: Unpaid tolls and associated charges in SPER

Hi Liz

I'll chase this up for you.

Cheers
Jon

Jonathan Scott
Departmental Liaison Officer
Queensland Treasury

Contrary to Public Interest

From: Elizabeth Goli
Sent: Thursday, 20 July 2017 4:07 PM
To: Jonathan Scott
Cc: Jim Murphy; Natalie Barber
Subject: FW: Unpaid tolls and associated charges in SPER

Hello Jon,

I have received a request from the Commonwealth Senate Economics References Committee to respond to a public submission to the Committee's Inquiry into Toll Roads in Australia. The submission is from Toll Redress, and Mr Michael Fraser, who I believe is also known as The Arbitrator. The submission is attached and the information sought is outlined below.

Can you please seek direction from the Treasurer's Office if they wish SPER to respond to the request. The response is sought by 28 July.

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



**Queensland
Government**

From: Holmes, Anne (SEN) Contrary to Public Interest
Sent: Thursday, 20 July 2017 3:47 PM
To: Elizabeth Goli
Cc: Economics, Committee (SEN)
Subject: Unpaid tolls and associated charges in SPER

Ms Elizabeth Goli
Commissioner
Office of State Revenue

Dear Ms Goli

**Senate Economics References Committee
Inquiry into toll roads in Australia**

The Senate Economics References Committee is inquiring into the operations of existing and proposed toll roads in Australia. Details of the inquiry can be found at the committee's [home page](#).

I am attaching a submission which the committee has received and would be grateful for any comment you have to make on it. The submission is from Toll Redress, and devotes a good deal of attention to the processes of the State Penalties Enforcement Registry.

The committee would be interested in your views as to whether the processes of SPER are accurately described in the submission.

Aside from the submission, the committee is also interested to know the following about SPER:

- How SPER funds its operations: is it in any sense a 'user-pays' operation? For example, do organisations that use SPER's services such as Transurban, contribute to the cost of recovering unpaid tolls and other charges relating to them?
- What is the volume of work SPER conducts for Transurban? Has this volume has remained steady or has it fluctuated?
- Does the volume impact on SPER's ability to undertake its other work?
- What is the general length of time between non-payment of fines and referral to SPER to pursue payment with Transurban fines?
- Are there any other toll operators using SPER's services? If so could the above questions be answered in relation to their relations with SPER?
- Does SPER collect toll fine debts from Queensland residents for Transurban operations in other states?

It would be useful to the committee to receive this information by 28 July 2017, if possible.

Best wishes

Anne Holmes | Senior Research Officer

RTI RELEASE

Lauren Martin

From: Elizabeth Goli
Sent: Tuesday, 25 July 2017 4:53 PM
To: Natalie Barber; Contrary to Public Interest
Subject: Fwd: Unpaid tolls and associated charges in SPER
Attachments: image001.gif; ATT00001.htm; Inquiry into Toll Roads in Australia (1).pdf; ATT00002.htm

Natalie and Contrary to Public Interest

As per my last email.

Regards,

Liz

Sent from my iPad

Begin forwarded message:

From: "Holmes, Anne (SEN)" Contrary to Public Interest
Date: 20 July 2017 at 3:46:49 pm AEST
To: "'elizabeth.goli" Contrary to Public Interest
Cc: "Economics, Committee (SEN)" <Economics.Sen@aph.gov.au>
Subject: Unpaid tolls and associated charges in SPER

Ms Elizabeth Goli
Commissioner
Office of State Revenue

Dear Ms Goli

Senate Economics References Committee Inquiry into toll roads in Australia

The Senate Economics References Committee is inquiring into the operations of existing and proposed toll roads in Australia. Details of the inquiry can be found at the committee's [home page](#).

I am attaching a submission which the committee has received and would be grateful for any comment you have to make on it. The submission is from Toll Redress, and devotes a good deal of attention to the processes of the State Penalties Enforcement Registry.

The committee would be interested in your views as to whether the processes of SPER are accurately described in the submission.

Aside from the submission, the committee is also interested to know the following about SPER:

- How SPER funds its operations: is it in any sense a 'user-pays' operation? For example, do organisations that use SPER's services such as Transurban, contribute to the cost of recovering unpaid tolls and other charges relating to them?
- What is the volume of work SPER conducts for Transurban? Has this volume has remained steady or has it fluctuated?
- Does the volume impact on SPER's ability to undertake its other work?

- What is the general length of time between non-payment of fines and referral to SPER to pursue payment with Transurban fines?
- Are there any other toll operators using SPER's services? If so could the above questions be answered in relation to their relations with SPER?
- Does SPER collect toll fine debts from Queensland residents for Transurban operations in other states?

It would be useful to the committee to receive this information by 28 July 2017, if possible.

Best wishes

Anne Holmes | Senior Research Officer

RTI RELEASE

Pages 574 through 587 redacted for the following reasons:

This Part Out of Scope of Application

RTI RELEASE

Lauren Martin

From: Elizabeth Goli Contrary to Public Interest
Sent: Wednesday, 26 July 2017 3:19 PM
To: Natalie Barber
Cc: Contrary to Public Interest Rebecca Lieschke
Subject: Printing related privacy issue

Hello Natalie,

This Part Out of Scope of Application

The Commissioner is interested in what we did when we had a similar issue with SPER notices.

Are you able to provide information on our actions post the privacy breaches.

Regards,

Liz

Sent from my iPad

RTI RELEASED

Lauren Martin

From: Natalie Barber
Sent: Wednesday, 26 July 2017 4:16 PM
To: Elizabeth Goli
Cc: Contrary to Public Interest
Subject: Privacy Breach
Attachments: Privacy breach June 2015 (003) - customer details removed - 26 July 17.docx;
ATT00001.txt

Hi Liz

Pls see attached report on the breach which outlines actions and learnings.

Hope this assists.

Regards
Natalie

RTI RELEASE

Data Privacy Breach – 21 June 2015

Executive Summary

SSQ reported to SPER on Friday 19 June 2015 that two customers had advised they had received a second Enforcement Order together with their own, both in a single envelope.

This issue was referred to SPER Team Leader at 3.17pm on Friday 19 June. A third incident was reported to SSQ on Monday 22 June at 2.39pm. SPER Team Leader started investigations on Monday 22 June. It was noted that SPER had sent a large number of Enforcement Orders (single sheet) to ABNote for processing on the afternoon of Thursday 18 June.

Key information

Details of customers known to be affected:

Date advised to SSQ	Customer who received mailing	Also received letter for:
19 June 2015	Mr S 118 Sample Rd Sample Suburb 4000 PID XXXXXXXX	Ms T 24 Sample Ct Contrary to Public Interest 4000 PID XXXXXXXX
19 June 2015	QC Example Customer 21 Sample St Sample Suburb 4000 PID XXXXXXXX	Contrary to Public Interest 3 Sample St Sample Suburb 4000 PID XXXXXXXX
22 June 2015	Ms P 72 / 31 Sample Pde Sample Suburb 4000 PID XXXXXXXX	Mr H 96 Sample Drive Sample Suburb 4000 PID XXXXXXXX

21,000 single page letters had been sent to ABNote for insertion/mailing on the afternoon of Thursday 18 June 2015 (earliest receipt by customers would be Friday 20 June 2015).

During the investigation SPER staff advised that similar incidents had happened very occasionally in the past – the cause of one instance was identified as incorrect staff practices and remedial training was carried out. Additional anecdotal information provided by other SPERIT colleagues included that they were aware of previous occurrences which were due to paper becoming compressed/sitting in certain weather conditions and the insertion folding/insertion machine picking up two items.

The following potential causes of this incident were considered:

1. **Human error in SPER Mailroom** (staff accidentally processed a single letter batch with the insertion machine set for two page documents)
2. **Machine malfunction in SPER Mailroom** (machine inserted two sheets in a single envelope – possibly an intermittent fault which anecdotally may be due to paper becoming compressed/sitting in certain weather conditions the insertion folding/insertion machine picking up two items)
3. **ABNote processing error** for work sent to them during this period

Investigation Process

Action	Result
Checks made with Mailroom to establish if any known operational issues may have arisen	Mailroom staff confirmed that there were no machine breakdowns or faults in the last work period; also there have been no known process failures (human error) with batches being processed incorrectly
Contact made with recipients to obtain further information	Contact was attempted with the three customers on the afternoon of Monday 22 June, with contact established with two. One of these advised that the letter was in the type of envelope used by SPER mailroom, and he had received the letter in the morning of Thursday. This indicates that this instance was not a part of the ABNote mailout.
Requested data on print batches from SPERIT	Confirmed the affected letters have come from two different batch runs, one of 420 letters, and the other with 3000 letters.

Action Taken and Lessons Learnt:

Item	Action taken
Ensure customers who did not receive original letter do receive their information.	Original letters were regenerated and sent to the three customers on 23 June 2015
Refresher training	All mailroom staff have been reminded of the importance of ensuring the correct insertion settings (number of insertions) are used for document types and to double check the facing sheet before processing work
Team brainstorming for process improvements to minimise risk of errors.	All batch prints to have colour separators used to indicate number of pages per batch
	facing sheet showing batch details to stay with material as it passes through stages
	staff to run test insertion at start of each batch to check machine setting is correct
Improve control/documentation of batches which are sent to ABNote for mailing	All future consignments will now have control sheet data so activity sent to ABNote will be able to be tracked.

Work with insertion machine supplier to identify if there are ways to minimise risk of machine error	Neopost supplier is visiting on Wed 24 June and Wed 1 July for team training. Ideas to be sought from supplier on avoiding mechanical errors, and also how to reconcile volumes processed (still enabling efficient sorting of outputs to DPID)
Develop process for handling / monitoring any future events.	Clear procedures have been communicated to SSQ and SPER working procedures are shown at Appendix A.
Ensure Privacy Legislation is adhered to	Information on the investigation was provided to the Treasury Legal and Administrative Review Office, to ensure the impacts of the breach were reported and correct process followed.

Conclusion

From the information available, the most likely cause of this incident is a machine malfunction in the SPER Mailroom.

Actions have been taken as lessons learnt from this event and these will reduce the likelihood of future recurrences.

RTI RELEASE

Appendix A

Data Privacy Breach – interim SSQ - SPER process

In the event that a customer calls SSQ and advises that they have received letter/documents which relate to a different person:

SSQ:

CSA to call SPER Registry TL.

If not able to speak directly, CSA sends full information via email to Registry team, marked for the attention of Team Leader.

CSA notes all the details (PID, contact ID, date of correspondence; envelope details)

CSA instructs the caller to either destroy the correspondence.

SPER Team Leader:

Arrange for the correspondence to be sent to the correct debtor.

Contact recipient and thank for highlighting issue – reassure that investigation is under way and corrective action will be taken.

Investigate case and ascertain cause of breach. Provide feedback to the originator (either BMC staff or SPER officer) if applicable.

Open new incident folder in g:SPER/mailroom and save all details in this folder.

Lauren Martin

From: Elizabeth Goli
Sent: Thursday, 27 July 2017 11:23 AM
To: Natalie Barber; Paul Murray
Cc: Simon McKee; Melinda Kross
Subject: Re: Working for Qld update

Thanks Natalie,

Paul, Can we do the same across OSR? Mainly affects ESD I think.

Sent from my iPad

On 27 Jul 2017, at 11:10 am, Natalie Barber Contrary to Public Interest wrote:

Hi Paul

The description of “contractors” below is technically what we call an “agency temp” i.e. recruited through a third party e.g. recruitment agency.

Other contractors (at least on the SPER Program) are engaged directly, not through a third party. We will make it clear to our teams that the survey is for the agency temps only.

Regards,
Natalie

Natalie Barber
Registrar
State Penalties Enforcement Registry
Office of State Revenue
Queensland Treasury
GPO Box 1387, Brisbane 4001

Contrary to Public Interest

Web: www.qld.gov.au/csr

<image006.jpg>

From: Paul Murray
Sent: Wednesday, 26 July 2017 4:26 PM
To: Natalie Barber Contrary to Public Interest Elizabeth Goli
Contrary to Public Interest
Cc: Simon McKee Contrary to Public Interest Melinda Kross
Contrary to Public Interest
Subject: RE: Working for Qld update

Hello SET

I've confirmed with David Matthews that the selection option available is as follows and we won't be able to separate out 'contractors' from 'agency temps' – they are clustered in one group as 'contractors'

<image002.jpg>

Let me know if the image doesn't come through.

Kind regards

Paul

Paul Murray
Director, Performance and Capability
Office of State Revenue
Queensland Treasury

Contrary to Public Interest

Web: www.qld.gov.au/osr

<image003.jpg>

<image004.jpg>

From: Natalie Barber
Sent: Wednesday, 26 July 2017 3:19 PM
To: Elizabeth Goli; Paul Murray
Cc: Simon McKee; Melinda Kross
Subject: RE: Working for Qld update

Hi Liz

SPER had sought to have agency temps added as they form a material part of the SPER workforce at present, even though they are a contingent workforce.

Agree that contractors should not be included.

Regards,
Natalie

Natalie Barber
Registrar
State Penalties Enforcement Registry
Office of State Revenue
Queensland Treasury
GPO Box 1387, Brisbane 4001

Contrary to Public Interest

Web: www.qld.gov.au/osr

<image005.jpg>

From: Elizabeth Goli
Sent: Wednesday, 26 July 2017 2:26 PM
To: Paul Murray
Cc: Simon McKee; Melinda Kross

Contrary to Public Interest

Natalie Barber

Contrary to Public Interest

Subject: Re: Working for Qld update

Hi Paul,

Am ok with agency temps but not contractors.

Regards,

Liz

Sent from my iPhone

On 26 Jul 2017, at 1:57 pm, Paul Murray Contrary to Public Interest wrote:

Hello Liz

David Matthews has advised below that an additional employment category has been added to the survey which allows Agency Temps and Contractors to complete the survey. HR will be able to "filter out" their responses if required (e.g. SPER).

My view is we wait and see what uptake there is from the agency temps, particularly as some of them are long term and will feel they have valid opinions they want to be counted

Kind regards

Paul

Paul Murray
Director, Performance and Capability
Office of State Revenue
Queensland Treasury

Contrary to Public Interest

Web: www.qld.gov.au/osr

<image002.jpg>

<image003.jpg>

From: David Matthews
Sent: Wednesday, 26 July 2017 12:32 PM
To: Paul Murray
Cc: Angela Beqiri; Craig Hardie
Subject: Working for Qld update

Hi Paul

Just a quick update to advise that an additional employment category has been added to the survey which allows Agency Temps and Contractors to complete the survey. Jody has confirmed that she's comfortable with this approach given that we will be able to "filter out" their responses if required – e.g. SPER where they have a high proportion of agency temps.

Here's the updated question:

<image001.jpg>

Given that this is inconsistent with one of the messages I shared with the Leadership Forum in June, I plan to send a quick update/correct to that email group.

Regards,

David Matthews

Senior Business Partner

Human Resources

Queensland Treasury

Level 25, 1 William Street, Brisbane 4001

Contrary to Public Interest

Web: www.treasury.qld.gov.au

<image002.jpg>

RTI RELEASE

Lauren Martin

From: Elizabeth Goli
Sent: Tuesday, 1 August 2017 10:39 AM
To: Natalie Barber
Subject: Re: Forming ICT Contracts training program

Hi Natalie,

I thought you would be happy !

Sent from my iPad

On 1 Aug 2017, at 9:23 am, Natalie Barber Contrary to Public Interest wrote:

Hi Liz

Its nice to see that Corrs and Helen Clarke are the training provider – should mean our CGI contract is in safe hands.

We will definitely send a few along.

Regards,
Natalie

Natalie Barber
Registrar
State Penalties Enforcement Registry
Office of State Revenue
Queensland Treasury
GPO Box 1387, Brisbane 4001

Contrary to Public Interest

Web: www.qld.gov.au/osr

<image001.jpg>

From: Elizabeth Goli
Sent: Monday, 31 July 2017 10:20 PM
To: Simon McKee Contrary to Public Interest Katherine Love
Contrary to Public Interest Martin Costello Contrary to Public Interest
Natalie Barber Contrary to Public Interest
Cc: Melinda Kross Contrary to Public Interest
Subject: Fwd: Forming ICT Contracts training program

Colleagues,

FYI- I suggest we consider sending key staff - Giles, Nina & Veronica from transformation & also staff from ESD & SPER.

Regards,

Liz

Sent from my iPad

Begin forwarded message:

From: Megan Lederhose Contrary to Public Interest
Date: 31 July 2017 at 3:14:36 pm AEST
To: Geoff Waite Contrary to Public Interest Angela Wilke
Contrary to Public Interest Elizabeth Goli
Contrary to Public Interest
Cc: Cecelia Christensen Contrary to Public Interest
Subject: FW: Forming ICT Contracts training program

Good afternoon,

Please see email below from the Office of the Information Commissioner regarding a training program concerning the forming of ICT contracts.

Can you please forward this email to all relevant officers in your respective business areas for their reference.

Kind regards
Megan

Megan Lederhose
Manager, Administrative Review
Legal and Administrative Review Office
Queensland Treasury
Level 38, 1 William Street
Phone: (07) 3035 1863 (dial full number)

Contrary to Public Interest

web: www.treasury.qld.gov.au

Lauren Martin

From: Elizabeth Goli Contrary to Public Interest
Sent: Tuesday, 1 August 2017 5:44 PM
To: Natalie Barber; Contrary to Public Interest
Subject: Victoria: law letting prisoners pay fines with jail time will reduce recidivism, Legal Aid says

Victoria: law letting prisoners pay fines with jail time will reduce recidivism, Legal Aid says
https://www.theguardian.com/australia-news/2017/aug/01/victoria-law-letting-prisoners-pay-fines-with-jail-time-will-reduce-recidivism-legal-aid-says?CMP=Share_iOSApp_Other

Sent from my iPad

RTI RELEASE

Pages 601 through 612 redacted for the following reasons:

Contrary to public interest - business affairs

RTI RELEASE

Lauren Martin

From: Elizabeth Goli
Sent: Wednesday, 2 August 2017 8:22 AM
To: Natalie Barber
Cc: Rebecca Lieschke
Subject: Corrective Services Representation on the PDMC

Hello Natalie,

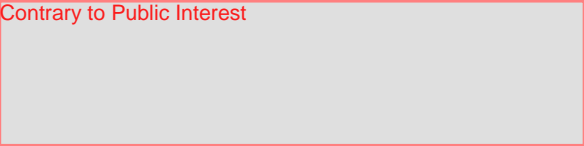
Rebecca is setting up a call with Mark Rallings over the next day or so.

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



**Queensland
Government**

Lauren Martin

From: Elizabeth Goli
Sent: Thursday, 3 August 2017 4:42 PM
To: Natalie Barber
Cc: Rebecca Lieschke
Subject: Sch. 3(6)(c)(i)
Attachments: [Redacted]

Hi Natalie,

Do you have any changes?

Regards,

Liz

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

Contrary to Public Interest
[Redacted]

Web: www.qld.gov.au/osr



**Queensland
Government**

From: Kristine Gould
Sent: Wednesday, 2 August 2017 12:41 PM
To: Natalie Barber; Elizabeth Goli
Cc: Geoff Waite
Subject: Sch. 3(6)(c)(i)
[Redacted]

Hello

Sch. 3(6)(c)(i)
[Redacted]

Can you please review the brief and advise if any changes are required or if it is suitable to be provided to the Treasurer, DPC and DSITI?

Regards
Kris

Kristine Gould
A/Director – CLLO and Ministerial Services
Risk and Intelligence, Queensland Treasury
Level 38, 1 William Street

Contrary to Public Interest

RTI RELEASE

Pages 616 through 617 redacted for the following reasons:

Parliamentary Privilege - Sch.3(6)(c)(i)

RTI RELEASE

Lauren Martin

From: Elizabeth Goli
Sent: Friday, 4 August 2017 8:58 AM
To: Natalie Barber
Cc: Contrary to Public Interest
Subject: RE: PAFE nomination details SPER NBs comments_2_GW (003)

Hello Natalie,

Can you please provide the contact details for Matthew Nye & Geoff Waite.

Also on the last page there is a word Powtoon – I am not sure what this is.

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



**Queensland
Government**

From: Natalie Barber
Sent: Thursday, 3 August 2017 5:32 PM
To: Elizabeth Goli
Cc: Contrary to Public Interest
Subject: PAFE nomination details SPER NBs comments_2_GW (003)
Importance: High

Hi Liz

Pls see our nomination submission attached.

Pls let me know if you have any feedback. Sorry for the late notice.

Regards,
Natalie

Natalie Barber
Registrar
State Penalties Enforcement Registry
Office of State Revenue
Queensland Treasury

GPO Box 1387, Brisbane 4001

Contrary to Public Interest

Web: www.qld.gov.au/osr



RTI RELEASE

Contrary to Public Interest

From: Natalie Barber
Sent: Friday, 4 August 2017 10:52 AM
To: Elizabeth Goli
Subject: Fwd: SPER PCI Status Report - July 2017
Attachments: image001.jpg; ATT00001.htm; SPER-PCI-Compliance-Status-Report-20170728.docx; ATT00002.htm

Hi Liz

FYI re SPERs PCI compliance work

Sent from my iPad

Begin forwarded message:

From: Scott Rowan [Contrary to Public Interest]
Date: 4 August 2017 at 10:16:46 am AEST
To: Janelle Thurlby [Contrary to Public Interest], Debbie Brooks
[Contrary to Public Interest], Neville Worland [Contrary to Public Interest]
Tony Kulpa [Contrary to Public Interest]
Cc: Natalie Barber [Contrary to Public Interest]
[Contrary to Public Interest] Will Taylor [Contrary to Public Interest]
Subject: SPER PCI Status Report - July 2017

Hi Debbie, Janelle and Tony,

Please find attached a July 2017 status report in relation to SPER's PCI Compliance.

The purpose of this report is to provide visibility of the activity that has occurred and is planned to occur in relation to SPER's PCI compliance.

At the highest level, many discussions have occurred over the course of July 2017 in order to confirm if SPER can reduce its PCI compliance scope and complexity through the implementation of CBA's Secure Call Centre Standard offering from CBA. These discussions are nearing their conclusion and pending formal advice from Trustwave. As you will remember, SPER's strategy was to confirm Trustwave's view of the approach prior to commencing implementation. Significant support has been provided by Will Taylor to achieve this and I would like to recognise his support and contribution.

I have also worked with the SPER Systems team to develop estimates for the work to remove cardholder data from the legacy SPER application, tokenise cardholder data, decommission associated systems and to add support for Secure Call Centre standard. Estimates suggest analysis, design, development and test work would need to commence at **October 2017** to deliver at beginning of **March 2018**. These estimates have been assumed work occurs in a linear fashion to allow contingency. Further technical discussions will be needed with CBA.

CBA have also advised that the Secure Call Centre standard solution is typically implemented within a period of 1-2 weeks not including training.

A detailed project timeline has also been developed and I can supply this if desired.

I am also happy to organise a meeting to further discuss this status report or any aspect of SPER's activity if desired.

Regards,

Scott

Scott Rowan
Office of State Revenue | Queensland Treasury



Web: www.treasury.qld.gov.au

RTI RELEASE



State Penalties Enforcement Registry

PCI compliance project

Project Status Report - 28 July 2017

Owner:	Scott Rowan, Technology Readiness Lead – SPER Program
Contact Details:	3035 3372
Division/Unit:	SPER
Document Status:	Final

Revision History

Revision Date	Version No.	Author	Description of Change/Revision
28/07/2017	1	Scott Rowan	Initial Status Report

Approvals

Name	Title	Signature	Date
Natalie Barber	SPER Registrar	 RE SPER PCI compliance - Status	04/08/2017

RTI RELEASE

Contents

1	Overall Program Status	4
2	Activity for the next reporting periods.....	6
2.1	August 2017	6
2.2	September 2017	6
3	Risks	8

RTI RELEASE

1 Overall Program Status

Program Name	SPER PCI compliance		
Period From	1 July 2017	Period To	31 July 2017
Prepared By	Scott Rowan		

The focus of effort this month has been exploring the strategic options available to SPER to reduce its PCI compliance scope.

Numerous meetings and discussions have been had with stakeholders over this period including:-

- QT CFO
- QT Internal Audit
- GBU
- QT ICT
- SPER Enforcement and Training
- SPER Systems
- SSQ
- SSQ's QSA – Shearwater
- QT's QSA – Trustwave
- Telstra
- CBA
- Premier Technologies (BPoint service provider to CBA)

Discussions have been centred around identifying the scope of SPER's compliance environment and the ability of CBA's offerings to facilitate credit card transactions via SPER's telephony environment. Core to this was development of telephony card flow diagrams by SPER.

Trustwave is currently forming their opinion on the inclusion of QT's fully outsourced and hosted telephony environment in SPER's PCI compliance scope. Advice will also be sought as to impacts on SPER's Self Assessment Questionnaire (SAQ) requirements which will go on to inform future scope of work.

It has been confirmed that Drivers License Suspensions are handled in real-time from credit card payments processed via Cardgate. It was determined that credit card payments (\$69.4M) accounted for 25% of SPER's collections in 2016/2017 financial year (\$283M).

High level estimation has been completed by SPER Systems on the development effort required to adopt CBA's offering and the effort to make the legacy system compliant. Estimates suggest that development effort by SPER Systems team would need to commence at **October 2017** to complete development and test activity by **1 March 2018**. Timeframes assume sequential development and then test activity and as a result factor in some contingency (as further development work can commence immediately rather than requiring test activity to complete)

The current view (subject to Trustwave's advice) is that implementation of CBA's Secure Call Interface Standard solution could be utilised by SPER and reduce SPER's PCI compliance requirements. Core to this view is the identification that the QT VOIP solution is fully outsourced. This was further informed by a meeting on 25 July at Telstra with SPER, GBU, SSQ and Trustwave. The significant benefit of the CBA's Secure Call Interface Standard solution is a

reduced implementation complexity and timeframe. Estimates from CBA suggest that this solution can typically be implemented within 2 weeks. It also forms part of the current CBA product options as per the WOG banking agreement.

CBA were also notified via GBU of SPER's revised PCI Compliance target date (30 June 2018).

Discussions were also held with Internal Audit to provide overview and confidence in the above approach along with revised dates for addressing existing IA recommendations.

A program timeline was also created with dependencies noted.

Further technical discussions will be required between SPER and CBA once Trustwave has agreed the compliance scope of the CBA Secure Call Interface solution and its interactions with SPER/QT's telephony system.

It is noted that SSQ's PCI compliance scope is likely to be complicated due to their on-premise telephony solution and likely to expand their compliance activity to the most complex level.

Finally, SPER was requested to provide a representative to SSQ's Automated Payments Project board and Scott Rowan was nominated. SSQ Automated Payments is core to SSQ's PCI compliance.

RTI RELEASE

2 Activity for the next reporting periods

2.1 August 2017

The following are due within the next reporting period (1 August – 31 August 2017)

- Further scope and stakeholder discussions to determine and agree compliance scope.
- Attendance at SSQ Automated Payments Project Board Meeting x 2 (9 August, 30 August)
- Implement and maintain a program to monitor service providers' PCI DSS compliance at least annually – Due 31 August 2017 (Internal Audit recommendation 2b)
- Status Report

2.2 September 2017

The following are due within the September reporting period (1 September – 30 September 2017)

- CBA Secure Call Centre Standard deep technical discussions
- CBA Secure Call Centre Standard acquisition and contractuals
- Determine GBU PCI Compliance requirements (Internal Audit recommendation 1a)
- Roles and Responsibilities documented including GBU, SPER, IT (Internal Audit recommendation 1a)
- Develop register of PCI items in scope and their assignment (Internal Audit recommendation 1b)
- Develop data flow diagrams and network diagrams for each method of payment received (Internal Audit recommendation 1c)
 - Handled via SSQ Operator (via SPER IVR, via 13QGOV)
 - Transferred from SSQ Operator to SPER Operator
 - Into SPER direct
 - Via BPoint Web
 - Via BPoint IVR
 - Via Merchant terminal
 - Outbound via SSQ
 - Outbound via SPER
 - Via post/fax (if in scope)
- Provide PCI DSS training for key individuals responsible for PCI Compliance (Internal Audit recommendation 3b)
- Provide training as outlined in requirement 9.9 (tampering of devices) for staff that take credit card payments (Internal Audit Recommendation 3c)
- Information Security Policy (Internal Audit Recommendation 4a)
- CBA in relation to replacement of existing Merchant Terminals with Albert terminals
- Discussions QT ICT re: Web Server to enable Secure Call Interface/BPoint Webhook notifications from CBA that payment has been processed in order to lift enforcement action in real time.

- Status Report

RTI RELEASE

3 Risks

The following risks are in the SPER Program log.

ID No.	Type (issue or risk)	Subject	Description	Date Identified	Raised By	Consequence Type (primary)	Consequence Type (secondary - if required)	Mitigation Strategy/ Treatment Actions	Consequence Insignificant (I) Minor (Min) Moderate (Mod) Major (Maj) Severe (Sev)	Likelihood Rare (C) Unlikely (U) Possible (P) Likely (L) Almost Certain (AC)	Risk Rating/ Assessment

RTI RELEASE