

**Christeen Tierney**

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**From:** sch.4/3/3  
**Sent:** Monday, 9 February 2015 3:49 AM  
**To:** Information Services Unit  
**Subject:** Complaint against global work a travel  
**Attachments:** Blank 3.pdf; ATT00001.txt

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## Christeen Tierney

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**From:** Ronni Browning  
**Sent:** Wednesday, 4 March 2015 12:28 PM  
**To:** Jason Gibbons  
**Subject:** FW: Global Work and Travel  
**Attachments:** JAG-#2808000-v1-OFT\_media\_response\_-\_Global\_Work\_and\_Travel\_ABC.DOCX

Hi Jason,

Bob sent this to Tony, but thought you may want a copy also.

The only thing I wanted to have included in the report is the mention of volunteer work (doesn't relate to you guys I don't think).

FYI.

Regards,

*Ronni Browning*

Principal Compliance and Enforcement Officer  
Major Investigations

**Tactical Compliance Fair Trading Operations**

Dept Justice and Attorney General  
Level 4, Executive Annexe, 102 George Street, Brisbane Qld 4000  
GPO Box 3111 Brisbane Qld 4001  
t: +61 7 3008 5965  
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e: [Ronni.Browning@justice.qld.gov.au](mailto:Ronni.Browning@justice.qld.gov.au)  
Customer Call Centre  
13 QGOV  
13 7468  
[www.justice.qld.gov.au](http://www.justice.qld.gov.au)

**From:** Ben Armstrong  
**Sent:** Wednesday, 4 March 2015 10:40 AM  
**To:** Ronni Browning  
**Cc:** Bob Melling  
**Subject:** Global Work and Travel

Hi Ronni,

Please see attached statement on Global Work and Travel.

The ABC are keen to run a story soon, now that they know other media organisations are interested in the case as well. To facilitate this, I've drafted the attached which is basically just written confirmation of information the ABC is already in possession of.

Can you please run your eye over it and make sure I've got it all correct?

Brian and Steve have decided against releasing photos taken during execution of the search warrant.

Thanks.

**Inquiry received:** Wednesday 4/3, 8:30am  
**Journalist:** Mazoe Ford  
**Organisation:** ABC  
**Deadline:** Wednesday 4/3  
**Subject:** Global Work and Travel  
**Inquiry:** Seeking formal statement summarising progress of investigation into Global Work and Travel  
**Background:** The ABC have been following this story and are already aware of all of the below but have request formal statement.  
**Category:** 2

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**Proposed response:**

***The following can be attributed to a spokesperson for the Queensland Office of Fair Trading:***

Global Work and Travel, of 50 Cavill Avenue, Surfers Paradise, are under investigation by the Queensland Office of Fair Trading (OFT).

Global Work and Travel offer young travellers packages including travel, employment opportunities, destination inductions and short term accommodation in various overseas travel destinations, primarily the UK and Canada.

Following receipt of intelligence and numerous complaints, the OFT commenced an investigation into Global Work and Travel.

The OFT is investigating whether the company falsely represented its services to customers, and in particular whether it:

- misled customers about the likelihood of successfully securing overseas employment
- relied on fine print in contracts to avoid honouring promises
- misled customers into believing placements in their programs were limited and immediate payments or deposits were required
- misled customers over the value of the individual components of their programs
- misled customers about their refund rights.

The OFT is also investigating whether Global Work and Travel included unfair contract terms in its standard contracts.

The OFT executed a search warrant on the Surfers Paradise business premises of Global Work and Travel on 4 February 2015. Computers, documents, records, files, advertising material and telemarketing call scripts were seized.

The OFT has received over 100 complaints and enquiries during the current investigation of Global Work and Travel.

The OFT is currently reviewing all available evidence to assess the veracity of the allegations.

The OFT advises any prospective clients of Global Work and Travel to:

- thoroughly read the entire contract
- take time to consider the offer, and not be pressured into signing up by claims that places in the program are limited
- get any promises in writing
- ask for an itemised quote that shows the line item cost of all components of the fee, including travel
- consider making their own travel arrangements.

The OFT encourages any consumers who've had unsatisfactory dealings with Global Work and Travel to make a complaint at [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading).

**ENDS**

**Media contact:** 07 3247 5968 or 07 3247 5965

**All other enquires:** 13 QGOV (13 74 68)

Visit our website: [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading)

Follow us on Twitter: [@fairtradingqld](https://twitter.com/fairtradingqld)

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Subscribe to our YouTube channel: [www.youtube.com/fairtradingqld](https://www.youtube.com/fairtradingqld)

## Christeen Tierney

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**From:** Ronni Browning  
**Sent:** Thursday, 2 April 2015 2:37 PM  
**To:** Tony Schostakowski; Jason Gibbons  
**Subject:** Media release - OFT  
**Attachments:** MEDIA RELEASE 2.4.15 JAG-#2830406-v2-  
OFT\_media\_statement\_-\_Global\_Work\_a....docx

Media release attached.

Our media guy, Ben Armstrong, will be sending this out this afternoon.

FYI

Regards,

*Ronni Browning*

Principal Compliance and Enforcement Officer

Major Investigations

**Tactical Compliance Fair Trading Operations**

Dept Justice and Attorney General

Level 4, Executive Annexe, 102 George Street, Brisbane Qld 4000

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

**Date:** 31 March 2015

**Proposed for release:** ASAP

**Proposed release:** Departmental

**Accompanying social media messages:**

Facebook Warning for customers of Global Work and Travel to check travel arrangements. More information (link)  
Twitter Warning: Customers of #GoldCoast based Global Work and Travel should check travel plans. More (link).

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2 April 2015

**Warning for customers of Global Work and Travel**

The Office of Fair Trading (OFT) is warning customers of Global Work and Travel to confirm their travel arrangements as two related companies went into voluntary liquidation this week (30 March 2015).

Global Work and Travel offered young travellers packages including travel, employment opportunities, destination inductions and short-term accommodation in various overseas travel destinations, primarily the United Kingdom and Canada.

At least three companies operate or operated under the Global Work and Travel banner. Hall Chadwick has been appointed as liquidator of Global Work and Travel Co. Pty Ltd and Global Work and Travel Co. (Australia) Pty Ltd.

The OFT understands Global Work and Travel Co. (Asia Pacific) Pty Ltd is still operating and will honour agreements made with the companies now in liquidation.

Global Work and Travel has been under investigation by the OFT since late 2014. The investigation will continue.

Fair Trading Executive Director Brian Bauer said anyone who had recently entered into an agreement with Global Work and Travel should contact the company directly to check their travel plans are still in place.

"Make sure you get a copy of your airline ticket or accommodation booking confirmation, not just a receipt for your payment to Global Work and Travel," Mr Bauer said.

"You can also check directly with the airline or other services provider to make sure they have a paid booking in your name.

"OFT also has concerns about money held by Global Work and Travel on behalf of consumers who had delayed their travel plans.

"If you had a 'credit' with Global Work and Travel, you need to check if it still exists, and if not, register with the liquidator."

Mr Bauer also warned consumers about paying large deposits or pre-payments to intermediaries.

The customer pays the intermediary company, who is then in turn responsible for passing on that payment on to the end goods or services provider. Such arrangements are common with travel agents and brokers who buy goods from overseas such as cars or boats.

"They intermediary company will often send the customer a payment confirmation or receipt, but this is not a confirmation the goods have been purchased or services booked and paid for in the customer's name," Mr Bauer.

"If the company goes into liquidation, the money that was supposed to be used to secure those goods or services is gone."

Consumers left out of pocket should contact Hall Chadwick directly on (02) 92632600 or email Cassandra Mannion on [cmannion@hallchadwick.com.au](mailto:cmannion@hallchadwick.com.au)

Consumers who paid by credit card should contact their bank to see if the charges can be reversed.

**ENDS**

**Media contact:** 07 3247 5968 or 07 3247 5965

**All other enquires:** 13 QGOV (13 74 68)

Visit our website: [www.qld.gov.au/fairtrading](http://www.qld.gov.au/fairtrading)

Follow us on Twitter: [@fairtradingqld](https://twitter.com/fairtradingqld)

Find us on Facebook: [www.facebook.com/fairtradingqld](https://www.facebook.com/fairtradingqld)

Subscribe to our YouTube channel: [www.youtube.com/fairtradingqld](https://www.youtube.com/fairtradingqld)

## Christeen Tierney

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**From:** Ronni Browning  
**Sent:** Thursday, 2 April 2015 11:48 AM  
**To:** Tony Schostakowski; Jason Gibbons  
**Subject:** New service agreements and application formst  
**Attachments:** Application Forms - Canada (Aus).pdf

Hi guys,

Attached are the app forms and Service agreement (now called booking terms and conditions).

We have great issue with points 6, 16 and 21 of the booking T&C's.

sch.3/10(1)(a)

cheers

Regards,

*Ronni Browning*

Principal Compliance and Enforcement Officer

Major Investigations

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Dept Justice and Attorney General

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## THINGS TO KNOW

### WHAT WE DO...

The Global Work & Travel Co. offers the complete arrival package when going overseas for a working holiday and we're one of the world's most travelled and recognized youth travel and gap year organisations. Our trips are designed to get you set-up abroad quickly, safely and as stress free as possible by pre-arranging all of your arrival necessities, providing on-going support through our own local offices, and assisting you in finding work that's suitable for your travels through a nation-wide network of partner employers who hire working holiday makers all year round.

### WHAT TO EXPECT...

#### VISA CRITERIA

- ▶ Aged 18-30 (AUS) / 18-35 (NZ)
- ▶ Australian / New Zealand citizen
- ▶ No criminal convictions
- ▶ No serious driving offences
- ▶ Valid passport
- ▶ Visa application cost not included

#### JOB'S IN DEMAND

- ▶ Hospitality, F&B & kitchen
- ▶ Ski & summer resorts
- ▶ Retail & customer service
- ▶ Chefs & cooks
- ▶ Nanny / child care
- ▶ & More!

#### WHY GO GLOBAL?

- ▶ You can choose when to arrive, year-round!
- ▶ Benefit from the ongoing expert support from our own Vancouver office.
- ▶ Personalised trip planning. Deal with real people, the whole way through.
- ▶ Over 1200+ potential partner employers

#### DRINKING AGE

PROVINCE	AGE
British Columbia	19
Alberta	18
Ontario	19
All others	19

#### ACCOMMODATION COSTS

(Estimates only)

TYPE	RATE
Staff housing	CAD\$60-\$120/wk
Share housing	CAD\$40-\$150/wk
Own housing	CAD\$150-300+/wk

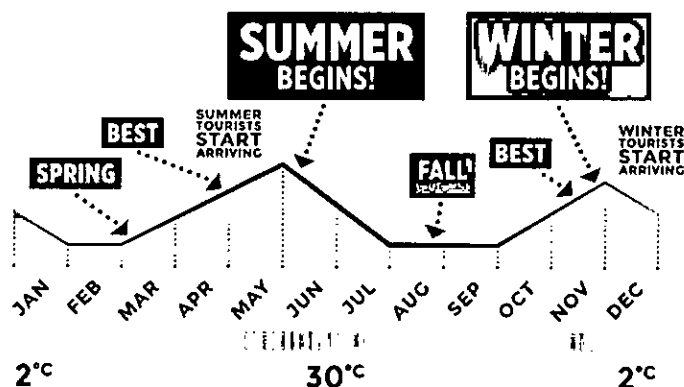
#### WAGE FACTS

(Per hour estimates only)

AGE	MIN. WAGE
18 Years+	CAD\$10.25/hour

### WHEN AND WHERE?

#### BEST TIMES TO ARRIVE



(Average Vancouver Temperatures)

#### MAP OF CANADA



(This map is no guarantee of job locations)

### GET IT ALL!



**\$1,985\***

- ▶ 1st job opportunity before arrival\*
- ▶ Unlimited additional job opportunities throughout trip  
(Prior opportunity must be completed)
- ▶ Private transfer from Vancouver Airport to city
- ▶ 7 nights HI Hostel accommodation in downtown Vancouver
- ▶ HI Hostel worldwide discount membership card
- ▶ Canadian mobile phone
- ▶ Personalised pre-departure support
- ▶ 'Welcome to Canada' orientation session
- ▶ Bank account, Social Insurance No. & working visa advice
- ▶ Mail holding & luggage storage
- ▶ Ongoing support & advice from our Vancouver office
- ▶ Advice on finding accommodation (if not included with job)
- ▶ Access to resource centre (wifi, printing, etc.)
- ▶ Issue of Global Guide digital magazine
- ▶ Online access to Global World
- ▶ Canadian tax return assistance (claim up to CAD\$1,000!)
- ▶ \$250 discount on all future Global programs

\*We'll present your 1st job opportunity before you arrive, or within 7 days of included accommodation, otherwise we'll extend your accommodation at our expense until we have done so. Please refer to booking conditions page for terms and conditions of this trip and for definition of a job opportunity.

OR

### GET A LOT!

**\$1,585\***

- ▶ 1st job opportunity after arrival
- ▶ 2nd job opportunity upon completion of 1st
- ▶ Private transfer from Vancouver Airport to city
- ▶ 4 nights HI Hostel accommodation in downtown Vancouver
- ▶ Personalised pre-departure support
- ▶ 'Welcome to Canada' orientation session
- ▶ Bank account, Social Insurance No. & working visa advice
- ▶ Mail holding & luggage storage
- ▶ Ongoing support & advice from our Vancouver office
- ▶ Advice on finding accommodation (if not included with job)
- ▶ Access to resource centre (wifi, printing, etc.)
- ▶ Issue of Global Guide digital magazine
- ▶ Online access to Global World
- ▶ Canadian tax return assistance (claim up to CAD\$1,000!)
- ▶ \$250 discount on all future Global programs

Please refer to booking conditions page for terms and conditions of this trip and for definition of a job opportunity.

OR

### GET STARTED!

**\$695**

- ▶ Online access to Global job site
- ▶ 3 nights HI Hostel accommodation in downtown Vancouver
- ▶ Personalised pre-departure support
- ▶ 'Welcome to Canada' orientation session
- ▶ Bank account, Social Insurance No. & working visa advice
- ▶ Mail holding & luggage storage
- ▶ Ongoing support & advice from our Vancouver office
- ▶ Access to resource centre (wifi, printing, etc.)
- ▶ Issue of Global Guide digital magazine
- ▶ Online access to Global World
- ▶ Canadian tax return assistance (claim up to CAD\$1,000!)
- ▶ \$250 discount on all future Global programs

Please refer to booking conditions page for terms and conditions of this program.

+

### \*FLIGHTS & TRAVEL INSURANCE (ADDITIONAL COST)

\*Due to the operational nature of the 'Get It All' & 'Get A Lot' trips, these are only available in conjunction with booking international flights and travel insurance through The Global Work & Travel Co. A travel agent will work with you to find suitable flight and insurance options that suit your travel budget.

## START THE PROCESS NOW

#### 1. SELECT A TRIP

SELECT A TRIP PACKAGE FROM THE ABOVE LIST THAT BEST SUITS YOUR WORKING HOLIDAY NEEDS

#### 2. COMPLETE FORMS

- ▶ PRINT & COMPLETE PAGES 3-6  
OR
- ▶ UPLOAD TO [PDFESCAPE.COM](http://PDFESCAPE.COM) &  
COMPLETE PAGES 3-6 ONLINE

#### 3. AUTHORISE PAYMENT

CHOOSE YOUR PAYMENT METHOD WITH OPTIONS INCLUDING CREDIT CARD, DIRECT DEPOSIT OR PAYPAL

#### 4. RETURN FORMS

- ▶ SCAN THEN EMAIL PAGES 3-6, OR
- ▶ FAX PAGES 3-6 TO (07) 5504 6799, OR
- ▶ EMAIL ALL PAGES DIRECTLY FROM [PDFESCAPE.COM](http://PDFESCAPE.COM)

Please complete all areas of the below form via [PDFESCAPE.COM](http://PDFESCAPE.COM) or by hand with a blue or black pen and mark nominated boxes with a cross. ☒

## PERSONAL DETAILS

NAME AS PER PASSPORT	
EMAIL	
PREFERRED CONTACT NO.	
SECONDARY CONTACT NO.	
AGE	DATE OF BIRTH <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
WEIGHT KG	HEIGHT CM
ADDRESS	
SUBURB	STATE
COUNTRY	POST CODE
SKYPE I.D.	

## PACKAGE SELECTION

PLEASE SELECT A TRIP PACKAGE FROM THE BELOW THREE OPTIONS:

### ☐ GET IT ALL! \$1,985\*

- ▶ 1ST JOB OPPORTUNITY BEFORE ARRIVAL
- ▶ UNLIMITED ADDITIONAL JOB OPPORTUNITIES THROUGHOUT TRIP (PRIOR OPPORTUNITY MUST BE COMPLETED)
- ▶ AIRPORT TO CITY TRANSFER
- ▶ 7 NIGHTS HI HOSTEL ACCOMM. IN VANCOUVER
- ▶ HI HOSTEL WORLDWIDE DISCOUNT MEMBERSHIP CARD
- ▶ CANADIAN MOBILE PHONE
- ▶ PERSONALISED PRE-DEPARTURE SUPPORT
- ▶ "WELCOME TO CANADA" ORIENTATION SESSION
- ▶ MAIL HOLDING & LUGGAGE STORAGE
- ▶ BANK ACCOUNT, SOCIAL INSURANCE NO. & WORKING VISA ADVICE
- ▶ ONGOING SUPPORT & ADVICE FROM OUR VANCOUVER OFFICE

- ▶ WORKING VISA ADVICE
- ▶ ONGOING SUPPORT & ADVICE FROM OUR VANCOUVER OFFICE
- ▶ ADVICE ON FINDING ACCOMMODATION (IF NOT INCLUDED WITH JOB)
- ▶ ACCESS TO RESOURCE CENTRE (WIFI, PRINTING, ETC.)
- ▶ ISSUE OF GLOBAL GUIDE DIGITAL MAGAZINE
- ▶ ONLINE ACCESS TO GLOBAL WORLD
- ▶ CANADIAN TAX RETURN ASSISTANCE
- ▶ \$250 DISCOUNT ON ALL FUTURE GLOBAL PROGRAMS

### ☐ GET A LOT! \$1,585\*

- ▶ 1ST JOB OPPORTUNITY AFTER ARRIVAL
- ▶ 2ND JOB OPPORTUNITY UPON COMPLETION OF 1ST
- ▶ AIRPORT TO CITY TRANSFER
- ▶ 4 NIGHTS HI HOSTEL ACCOMM. IN VANCOUVER
- ▶ PERSONALISED PRE-DEPARTURE SUPPORT
- ▶ "WELCOME TO CANADA" ORIENTATION SESSION
- ▶ BANK ACCOUNT, SOCIAL INSURANCE NO. & WORKING VISA ADVICE
- ▶ MAIL HOLDING & LUGGAGE STORAGE
- ▶ ONGOING SUPPORT & ADVICE FROM OUR VANCOUVER OFFICE

- ▶ VANCOUVER OFFICE
- ▶ ADVICE ON FINDING ACCOMMODATION (IF NOT INCLUDED WITH JOB)
- ▶ ACCESS TO RESOURCE CENTRE (WIFI, PRINTING, ETC.)
- ▶ ISSUE OF GLOBAL GUIDE DIGITAL MAGAZINE
- ▶ ONLINE ACCESS TO GLOBAL WORLD
- ▶ CANADIAN TAX RETURN ASSISTANCE
- ▶ \$250 DISCOUNT ON ALL FUTURE GLOBAL PROGRAMS

### ☐ GET STARTED! \$695

- ▶ ONLINE ACCESS TO GLOBAL JOB SITE
- ▶ 3 NIGHTS HI HOSTEL ACCOMM. IN VANCOUVER
- ▶ PERSONALISED PRE-DEPARTURE SUPPORT
- ▶ "WELCOME TO CANADA" ORIENTATION SESSION
- ▶ BANK ACCOUNT, SOCIAL INSURANCE NO. & WORKING VISA ADVICE
- ▶ MAIL HOLDING & LUGGAGE STORAGE
- ▶ ONGOING SUPPORT & ADVICE FROM OUR VANCOUVER OFFICE

- ▶ ACCESS TO RESOURCE CENTRE (WIFI, PRINTING, ETC.)
- ▶ ISSUE OF GLOBAL GUIDE DIGITAL MAGAZINE
- ▶ ONLINE ACCESS TO GLOBAL WORLD
- ▶ CANADIAN TAX RETURN ASSISTANCE
- ▶ \$250 DISCOUNT ON ALL FUTURE GLOBAL PROGRAMS

\*THIS TRIP IS ONLY AVAILABLE IN CONJUNCTION WITH AIRFARES AND TRAVEL INSURANCE BOOKED THROUGH THE GLOBAL WORK & TRAVEL CO. AND ADDITIONAL TO ABOVE TRIP PACKAGE COST.

## TRAVEL DETAILS

DO YOU HOLD A PASSPORT? ☐ NO ☐ YES

NATIONALITY
-------------

APPROXIMATE DATE OF DEPARTURE	MONTH	YEAR
-------------------------------	-------	------

PLEASE REFER TO THE BEST TIME TO TRAVEL GRAPH ON PAGE 1 FOR RECOMMENDED DATES

DO YOU PLAN ON TRAVELLING BEFORE YOU START WORK?	<input type="checkbox"/> NO <input type="checkbox"/> YES	HOW LONG?
--	--	-----------

DURATION OF TRIP	(MINIMUM 4 MONTHS)
------------------	--------------------

ARE YOU TRAVELLING WITH SOMEONE? ☐ YES ☐ NO

WHO WITH?
-----------

## PREFERENCES

PLEASE ELECT YOUR PREFERENCES BY PLACING 1, 2 OR 3 IN THE BOXES, IN ORDER OF PREFERENCE:

PROVINCE (CHOOSE 3) AREA (CHOOSE 3)

- |   |   |
|---|---|
| <input type="checkbox"/> BRITISH COLUMBIA | <input type="checkbox"/> CITY                   |
| <input type="checkbox"/> ALBERTA          | <input type="checkbox"/> SKI RESORT/SKI VILLAGE |
| <input type="checkbox"/> ONTARIO          | <input type="checkbox"/> TOWN/VILLAGE           |
| <input type="checkbox"/> SASKATCHEWAN     | <input type="checkbox"/> OFF THE BEATEN TRACK   |
| <input type="checkbox"/> MANITOBA         | <input type="checkbox"/> ANYWHERE! (OPTIONAL)   |

OTHER
-------

OR ☐ I'M OPEN TO SUGGESTIONS!

(PREFERENCES ONLY. SUBJECT TO AVAILABILITY & TIME OF TRAVEL)  
(EMPTY SELECTIONS CONSIDERED AS 'OPEN TO SUGGESTIONS!')

- |                                       |   |   |
|---------------------------------------|---|---|
| <input type="checkbox"/> HOSPITALITY  | <input type="checkbox"/> ALPINE SERVICES  | <input type="checkbox"/> NANNY/CHILD CARE   |
| <input type="checkbox"/> RETAIL/SALES | <input type="checkbox"/> CUSTOMER SERVICE | <input type="checkbox"/> LABOUR/MAINTENANCE |

OTHER
-------

OR ☐ I'M OPEN TO SUGGESTIONS!

(PREFERENCES ONLY. SUBJECT TO AVAILABILITY, TIME OF TRAVEL & WORK EXPERIENCE)  
(EMPTY SELECTIONS CONSIDERED AS 'OPEN TO SUGGESTIONS!')

## OFFICE USE ONLY


## OTHER DETAILS

EMERGENCY CONTACT NAME
CONTACT NUMBER
CONTACT EMAIL
CONTACT RELATIONSHIP

DRINK DRIVING  
CONVICTION ☐ NO ☐ YES

DATE

IF YES, ENTER  
YOUR BAC%

CRIMINAL  
CONVICTION ☐ NO ☐ YES

DATE

SERIOUS TRAFFIC OFFENCE ☐ NO ☐ YES

DATE

DO YOU TAKE  
ANY MEDICATION?

DO YOU HAVE ANY VISIBLE TATTOOS/PIERCINGS? ☐ NO ☐ YES

IF YES, PLEASE  
DESCRIBE FURTHER

HAVE YOU BEEN DIAGNOSED OR TREATED FOR ANY MENTAL OR  
PHYSICAL HEALTH CONDITIONS (SUCH AS DEPRESSION OR ANXIETY)? ☐ NO ☐ YES

IF YES, PLEASE  
DESCRIBE FURTHER

I WOULD DESCRIBE  
MY HEALTH AS

☐ I HAVE NOT BEEN DIAGNOSED OR TREATED FOR ANY PHYSICAL OR MENTAL HEALTH  
CONDITIONS THAT MIGHT AFFECT MY TRAVELS OR PARTICIPATION ON THIS TRIP.

## BOOKING FEEDBACK

☐ BY TICKING THIS BOX I ACKNOWLEDGE THAT JOB OPPORTUNITY LOCATIONS &  
TYPES ARE PREFERENCES ONLY, AND A GUARANTEE ON A CERTAIN LOCATION OR  
ROLE CANNOT BE MADE. I HAVE READ & UNDERSTAND THE DEFINITION OF A "JOB  
OPPORTUNITY" AS DEFINED IN THE BOOKING CONDITIONS PAGE.

☐ BY TICKING THIS BOX I ACKNOWLEDGE THAT THE TRIP PACKAGE I AM BOOKING  
IS AN ARRIVAL SERVICE FOR WORKING HOLIDAY VISA HOLDERS. I AM STILL  
RESPONSIBLE FOR SECURING MY OWN WORK ABROAD, AND I AM BOOKING THIS  
PACKAGE FOR THE ARRIVAL INCLUSIONS, SUPPORT AND ASSISTANCE WHILE ON  
MY WORKING HOLIDAY TRIP.

CONSULTANT'S  
NAME

DID YOUR CONSULTANT ANSWER ALL YOUR QUESTIONS? ☐ NO ☐ YES

DID YOUR CONSULTANT GIVE YOU ANY SPECIFIC/ADDITIONAL  
GUARANTEES? ☐ NO ☐ YES

IF SO  
WHAT?

## ADD ON'S

IS THERE ANYTHING ELSE YOU WOULD LIKE US TO ORGANISE FOR YOUR TRIP?  
EG. ROOM UPGRADES, EXTRA ACCOMMODATION, TOURS, ETC.


## HOW DID YOU FIRST HEAR ABOUT US?

☐ FACEBOOK  
☐ INSTAGRAM  
☐ TWITTER  
☐ YOUTUBE  
☐ PINTEREST

☐ GOOGLE SEARCH  
☐ RADIO/TV  
☐ WORD OF MOUTH  
☐ OTHER WEBSITE:

www.

OTHER

## TAKE A FRIEND!

REFER A FRIEND THAT BOOKS WITH US & GET \$50 OFF YOUR TRIP!

FRIEND'S  
NAME

FRIEND'S  
EMAIL

FRIEND'S CONTACT  
NUMBER

## GET SOCIAL WITH GLOBAL!



[www.facebook.com/turnmydreamintoreality](http://www.facebook.com/turnmydreamintoreality)



[www.twitter.com/thegwatco](http://www.twitter.com/thegwatco)



[www.instagram.com/globalworkandtravel](http://www.instagram.com/globalworkandtravel)



[www.youtube.com/gwatsup](http://www.youtube.com/gwatsup)

# BOOKING TERMS & CONDITIONS

This Agreement is made between The Global Work & Travel Co. (Asia Pacific) Pty. Ltd. (ABN 38 600 280 331) (GWAT) and the Customer (I/ME/MY).  
I understand and agree that:

1. I am the Customer making this booking on MY own behalf directly with GWAT, in order to be provided with a range of travel support and arrival services for the country in which I am planning on travelling to, for the purposes of a cultural exchange.
2. I have completed the accompanying application form by myself and all information I have provided to GWAT is true and correct.
3. I am between the required age bracket and without any criminal convictions that would make ME ineligible for MY working holiday visa when booking this trip. I have ensured I meet this condition before making this booking by checking with a GWAT representative if unsure.
4. I engage GWAT to provide travel and support services to help ME organize MY overseas travel arrangements. While GWAT will use its best endeavours to help ME in a timely manner no guarantee is given that GWAT will be successful in this endeavour.
5. Any advice, including any opinion or recommendation, which may be given to ME by GWAT will be of a general nature and does not constitute career or visa advice. Before acting on any general advice given by GWAT and their representatives I will consider whether this advice is appropriate to MY personal circumstances.
6. When I register for and book a trip package, a non-refundable initial deposit of \$695 is due.
7. MY trip balance is generally due within 2 weeks and before MY details are forwarded to the Destination Office. Payment plans and extensions are possible on request subject to GWAT's sole discretion to provide them.
8. Should I cancel MY booking for the 'Get It All' or 'Get A Lot' trip more than 60 days prior to MY scheduled arrival, a cancellation fee of 50% of the trip package balance applies. The trip package balance is the amount between the initial deposit and the total chosen trip package price. Should I cancel MY booking for the 'Get Started' trip, the cancellation fee is 100% of the trip cost. Should I cancel MY booking for any trip 60 days or less from MY scheduled arrival, a cancellation fee of 100% applies. All other payments made to GWAT over and above the listed program cost, such as airfares and travel insurance, can only be transferred into a Travel Credit to be used towards other travel products and services offered by GWAT, subject to applicable cancellation fees at time of cancelling.
9. '1st Job Opportunity: GWAT guarantees that I will be provided with MY 1st job opportunity in most cases before arrival or within the first 7 days of checking-in with MY local office in MY destination country. If I do not receive MY 1st job opportunity within these timeframes GWAT will continue to extend MY hostel accommodation free of charge until I receive MY 1st job opportunity. This guarantee will no longer apply if I decline MY 1st job opportunity.
10. If included in MY chosen trip package, "unlimited additional job opportunities" are conditional upon MY prior employment term being completed, with appropriate notice of resignation provided to MY employer by ME. I should give GWAT at least 4 weeks notice in advance of wishing to receive an additional job opportunity.
11. A job opportunity is defined as a request from a potential employer to interview ME either via telephone, Skype or in-person, or an employment offer made by an employer.
12. GWAT may introduce ME to job opportunities appropriate to MY previous work experience, attitude and planned time spent in the destination country. However, it is MY responsibility to secure MY employment. Should I not respond to job opportunities, reject job opportunities, purposely or unwillingly act in a way that hinders or prevents the commencement of MY employment resulting from any job opportunities, I hereby automatically and irrevocably release GWAT from its obligations to ME under this Agreement and forfeit any entitlements to any refunds of the trip cost. Additional job opportunities cannot be guaranteed and will be at GWAT's sole discretion.
13. I have not been given any guarantees on potential job opportunity locations, positions, pay rates or additional benefits, i.e. free transport, meals or accommodation, or other job perks that may be offered by a potential employer to ME. Should I be unclear on this condition, I will speak to a GWAT representative for clarification before booking MY trip.
14. GWAT and third parties are working with international employers to assist in the arrangement between ME and the employer only for the purposes of cultural exchange. GWAT has no control over the employment process and does not offer to find ME employment for gain or negotiate or administer the terms of MY job opportunity or employment contract. I understand that GWAT does not guarantee that I will obtain employment or will be suitable for employment with a particular employer and that if I am unsuccessful in MY initial job opportunity GWAT reserves the right to schedule further opportunities with other employers until all avenues have been exhausted. I will not hold GWAT liable or responsible for the outcome of MY job application with any employer identified to ME as a job opportunity on MY trip.
15. It is MY responsibility to provide GWAT with all documents requested by GWAT in order to receive the travel and support services. Failure to supply those documents and materials does not free ME from MY contractual payment obligations with GWAT.
16. Due to the nature of the arrival and ongoing support services, visa requirements and time frames, GWAT will be responsible for MY international airfares & travel insurance and I cannot make travel arrangements through an organisation other than GWAT, unless I have booked and secured these prior to first booking MY trip with GWAT. Should I make travel arrangements or purchase travel insurance through an organisation other than GWAT, AFTER booking MY trip, I agree to pay an additional travel cancellation fee of \$300 at least 60 days before I depart on MY trip. Furthermore, if or when I purchase MY own flights or travel insurance, all other trip package inclusions will be put on hold until I have provided GWAT with MY confirmed itinerary AND Certificate of Insurance valid for the full duration of MY stay overseas. I understand that I must provide GWAT with all required documents at least 60 days prior to MY arrival and that I must check-in with the Destination Office after arrival prior to being presented with any job opportunities. The 1st Job Opportunity guarantee (Clause 9) will also be void, as GWAT will no longer have the flexibility of changing MY travel arrangements to suit the trip operation schedule once booked through a 3rd party provider.
17. In order to receive all applicable trip inclusions, MY trip balance, airfares, insurance and required documents including working holiday visa approval, are required to be settled at least 60 days prior to MY scheduled departure, and I must arrive at the recommended international or domestic airport. Should I book MY flights to arrive at another airport, some program inclusions may be transferable, but not all.
18. It is MY responsibility to make sure all airline tickets are issued in MY name and as shown in MY passport and that all itinerary details and travel information are correct.
19. I acknowledge that there is an arrival blackout period from December 15 to January 15, during which time many, if not all, arrival and support services may be reduced or unavailable. It is therefore suggested to arrive well in advance or after this period.
20. I understand that I am responsible for all entry, exit and health clearances required by law or regulations of the various countries I visit or transit. If I fail to comply with any such requirements I will not hold GWAT and/or their representatives responsible or liable for any loss or expense suffered by ME for any general advice given on passport, visa or health issues.
21. GWAT has the right to cancel or change any trip inclusions without notice at any time. In the event of cancellation or change, GWAT will offer ME alternative arrangements if any are available or, if alternative arrangements are not available or are reasonably unacceptable, GWAT will refund that part of the monies paid which relates to the trip inclusions that have been cancelled or changed. Apart from that refund and subject to any statutory provisions to the contrary, GWAT will not be liable for any loss suffered by ME.
22. Unlawful or other acts committed by ME may affect MY employment overseas and may result in termination of MY employment contract directly with an employer and, if applicable, deportation at MY own risk & expense. GWAT expressly reserves the right to remove ME from the trip should I display verbal or physical behaviour that is commonly unacceptable. GWAT will not be liable to cover any costs should I need or decide to return home early. Upon MY arrival in MY destination country I will be required to enter into a 'Behavioural Agreement' that among others, defines commonly acceptable and expected behaviour and breach of that Agreement may result in GWAT removing ME from the trip and withholding further support and travel services.
23. GWAT does not charge ME a fee for attempting to secure or securing ME employment nor am I required to use any services or resources offered through GWAT. All payments made to GWAT are for travel related products and support services that will be available to ME during MY participation in the trip. GWAT is not an employment agent and does not hold itself out to be as such. I acknowledge that there is no relationship of employer and employee between ME and GWAT.
24. None of GWAT, its directors, officers, agents or employees are liable for any acts of whatever nature, omissions or defaults whether negligent or otherwise of ME or any third parties providing services in connection with this Agreement except where liability results from the wilful default or misconduct of GWAT, its directors, officers, agents or employees. I agree to indemnify GWAT, its directors, officers, agents and employees against all liability resulting from acts or omissions of ME with respect to this Agreement or any third parties providing services in connection with this Agreement howsoever arising and whether within Australia or overseas. GWAT and its directors, officers, agents, employees and partners are not liable for any sickness, injury, criminal conduct, hindered travel, death, acts of war or acts of nature that may result in loss or damage to ME throughout any stage of MY trip.
25. This Agreement is the entire Agreement and understanding between ME and GWAT on anything connected with the subject matter of this Agreement and I have entered into this Agreement without relying on any representation whatsoever by GWAT or by any person purporting to represent GWAT.
26. If any part of this Agreement is held invalid that part shall be severed from this Agreement and the remainder of this Agreement will continue to be valid and enforceable and termination of this Agreement will not end those provisions that are capable of surviving the ending of this Agreement.
27. I will ask GWAT before signing this Agreement should I have any questions. Voluntary Ignorance will not release ME from MY contractual obligations under this Agreement. The laws governing this Agreement will be the laws of Queensland, Australia.

☐ **I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE BOOKING TERMS & CONDITIONS**

NAME \_\_\_\_\_ DATE \_\_\_\_\_ SIGNATURE \_\_\_\_\_

## PAYMENT SELECTION

### PAYMENT

TRIP PACKAGE CHOICE ☐ GET IT ALL! \$1,985 ☐ GET A LOT! \$1,585 ☐ GET STARTED! \$695

I WISH TO PAY THE ☐ DEPOSIT ONLY ☐ TRIP IN FULL (\$50 OFF INSTANTLY)

THE REMAINING BALANCE WILL BE CHARGED 14 DAYS AFTER DEPOSIT

OR

PLEASE CHARGE THE REMAINING BALANCE ON THE

### TRIP

#### DEPOSIT

ALL TRIPS \$695

#### REMAINING BALANCE

GET IT ALL! \$1,290

GET A LOT! \$890

GET STARTED! \$0

### AUTHORITY TO CHARGE

#### CARDHOLDER'S DETAILS

I,

(CARDHOLDER'S NAME)

BILLING ADDRESS

SUBURB

STATE

POST  
CODE

herewith irrevocably authorise "The Global Work & Travel Co." to charge my card for the amount selected above towards my chosen trip.

for

(TRAVELLER'S NAME)

#### CARD DETAILS

☐ VISA ☐ MASTERCARD ☐ AMERICAN EXPRESS

PLEASE PRINT CARD NUMBERS CLEARLY IN BLACK PEN

EXPIRY

CVV

3 DIGIT CODE ON  
BACK OF CARD

(CARDHOLDER'S NAME)

I have read and understand my obligations and/or that of the traveller named above and agree to be irrevocably bound by the terms and conditions of the Booking Conditions.

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

### TRANSFER OPTIONS

**PayPal**

PAYPAL

To: [accounts@globalworkandtravel.com.au](mailto:accounts@globalworkandtravel.com.au)

Purchase Of: Services

**CommonwealthBank**

COMMONWEALTH BANK OF AUSTRALIA

Acc. Name: The Global Work & Travel Co. (Asia Pacific) Pty. Ltd.

BSB #: 064 432 Account #: 1059 3396



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### RETURN FORMS



SCAN THEN EMAIL  
FORMS TO CONSULTANT



FAX FORMS TO  
(07) 5504 6799



EMAIL FORMS DIRECTLY  
FROM PDFESCAPE.COM

Please call your Global representative to make sure they've received your forms.

**QUESTIONS?**

**CALL 1300 40 11 90 TO  
SPEAK TO A GLOBAL  
REPRESENTATIVE!**

## Christeen Tierney

---

**From:** Jason Gibbons  
**Sent:** Thursday, 7 May 2015 11:36 AM  
**To:** Ronni Browning  
**Subject:** RE: Complainant sch.4/3/3

Hi Ronni

Thx very much for that . I have a feeling it's not inside our time period (for Eos) but we will have a good look.

Jason

**From:** Ronni Browning  
**Sent:** Thursday, 7 May 2015 11:23 AM  
**To:** Jason Gibbons  
**Cc:** Tony Schostakowski  
**Subject:** Complainant sch.4/3/3

Hi Jason,

The above mentioned complainant recently, upon request, through some associated/supporting documents of her claim in relation to GWAT.

sch.3/10(1)(a)

Regards,

*Ronni Browning*  
Principal Compliance and Enforcement Officer  
Major Investigations  
**Tactical Compliance Fair Trading Operations**  
Dept Justice and Attorney General  
Level 4, Executive Annexe, 102 George Street, Brisbane Qld 4000  
GPO Box 3111 Brisbane Qld 4001  
t: +61 7 3008 5965  
f: +61 7 3008 5977  
e: [Ronni.Browning@justice.qld.gov.au](mailto:Ronni.Browning@justice.qld.gov.au)  
Customer Call Centre  
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13 7468

*We will keep you posted with any further developments as necessary. In the meantime, if you have any concerns please do not hesitate to contact our office and speak with either myself or Bob Melling on 30085968.'*

Hopefully that's all what I was going to send you guys. Let me know if you need anything else at this stage.

Happy easter.

Regards,

***Ronni Browning***

Principal Compliance and Enforcement Officer

Major Investigations

**Tactical Compliance Fair Trading Operations**

Dept Justice and Attorney General

Level 4, Executive Annexe, 102 George Street, Brisbane Qld 4000

GPO Box 3111 Brisbane Qld 4001

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f: +61 7 3008 5977

e: **Ronni.Browning@justice.qld.gov.au**

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Customer Call Centre  
13 QGOV  
13 7468  
[www.justice.qld.gov.au](http://www.justice.qld.gov.au)

sch.4/3/3

---

**From:** Ronni Browning <[Ronni.Browning@justice.qld.gov.au](mailto:Ronni.Browning@justice.qld.gov.au)>  
**Date:** Thursday, 26 February 2015 10:11 am  
**Cc:** Bob Melling <[Robert.Melling@justice.qld.gov.au](mailto:Robert.Melling@justice.qld.gov.au)>  
**Subject:** Global Work and Travel (GWAT)

Good morning,

Just over a week ago I sent an email requesting further information from you (see below email excerpt), however I am yet to obtain a response from you.

If you do wish to proceed with a complaint against GWAT, please provide information outlined below (contained in the original email). If I do not hear back from you by **COB Friday 27<sup>th</sup> February 2015** I will assume you do not wish to be involved and no further contact will be made.

**Email excerpt 18.2.15:-**

*Good Afternoon,*

*The Major Investigations Unit (MIU) within Office of Fair Trading (OFT) has commenced an investigation in relation to the trader Global Work and Travel Australia (GWT) as a result of a number of complaints received regarding the actions of this trader. Your details have been obtained from ABC Report as a result of a story they ran in relation to the trader late last year, we thank you for contacting ABC and providing your details.*

*Principal Investigator Bob Melling and myself will be the primary investigators handling this matter and over the coming weeks a **'detailed questionnaire'** will be forwarded to each of you seeking information and answers to questions relating to your direct involvement and dealings with GWT. It is imperative that the answers given by yourselves are detailed and accurate and contain only information that you know to be true and correct. There will be a section within the questionnaire where your opinion and other information is sought and we welcome your thoughts and opinions. The answers given and information provided will be converted into a 'formal' or 'court' prepared statement which may later be used during any proceedings commenced against GWT. As some of your claims involve seeking **redress and/or compensation**, it is important that we obtain your consent to make a claim on your behalf.*

*It is our intention to make this process both convenient and simple as possible for each of you. At this stage we are only seeking to **confirm and/or obtain preferred contact details, residential contact details, best time to contact, preferred method of contact ie email/mobile** from each of you so contact can be made at a time convenient to yourselves and OFT investigators.*

*Myself or Bob will be in contact with you soon, however should you have any questions or queries prior to this, please do not hesitate to contact us on either 07 30085965 or Bob contact 07 30085968.*

*Please forward details outlined in the **underlined information**.*

*Look forward to hearing from you at your earliest convenience.*

**Kind regards,**

***Ronni Browning***

Principal Compliance and Enforcement Officer

Major Investigations

**Tactical Compliance Fair Trading Operations**

Dept Justice and Attorney General

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\*\*\*\*\*

## Christeen Tierney

---

**From:** Ronni Browning  
**Sent:** Friday, 15 May 2015 2:32 PM  
**To:** Jason Gibbons  
**Subject:** RE: GWAT Inc Co search

Well done!

Thanks Jason have a good weekend hey.

Regards,

*Ronni Browning*

Principal Compliance and Enforcement Officer  
Major Investigations

**Tactical Compliance Fair Trading Operations**

Dept Justice and Attorney General

Level 4, Executive Annexe, 102 George Street, Brisbane Qld 4000

GPO Box 3111 Brisbane Qld 4001

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f: +61 7 3008 5977

e: [Ronni.Browning@justice.qld.gov.au](mailto:Ronni.Browning@justice.qld.gov.au)

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Government

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**From:** Jason Gibbons  
**Sent:** Friday, 15 May 2015 2:22 PM  
**To:** Ronni Browning  
**Subject:** RE: GWAT Inc Co search

Hi Ronni

We have finally worked out how to do the search. I'll email you a copy when we receive one. Might not be a for a week or so.

Will keep u in loop re charges.

Jason

**From:** Ronni Browning  
**Sent:** Friday, 15 May 2015 2:18 PM  
**To:** Jason Gibbons  
**Subject:** RE: GWAT Inc Co search

Hi Jason,

Yep I know it would definitely be of use to you guys for sure.

[sch.3/10\(1\)\(a\)](#)

I spoke to her a number of times about the GWT matter. She is very keen to help, but have not had enough time to ascertain whether she can assist our case or the FSWQ case. Maybe if you give her a call and have a chat to her yourself.

*Alain DeVilliers*

Principal Compliance & Enforcement Officer  
Major Investigations  
Office of Fair Trading  
T: 07 3008 5963  
F: 07 3008 5977  
e: [Alain.D'HotmanDeVilliers@justice.gov.au](mailto:Alain.D'HotmanDeVilliers@justice.gov.au)

**From:** Ronni Browning  
**Sent:** Thursday, 19 February 2015 3:19 PM  
**To:** Bob Melling; Bob Meissner; David Webb; Alain D'Hotman De Villiers; Gavin Redfern; Cassandra McManus  
**Cc:** Lena Tedmanson; Steve L'Barrow  
**Subject:** GWT handover meeting tomorrow

Hi guys,

Due to Al's impending leave I have taken over the GWT job. As such an informal handover meeting will occur tomorrow (Friday 20<sup>th</sup> feb) in the middle pod at 2pm.

I have gone through the drop box folder and merged everything into the Investigation folder for logistical reasons,

sch.3/10(1)(a)

this folder. Should you need to add anything to the actual investigations folder, just shoot me an email with the attachments, or relevant information, and I'll transfer into the investigations folder.

If you're around tomorrow and you wish to attend great, but at this stage it will be a snappy meeting simply to get up to speed as to status of the investigation, in order to cement the direction of the investigation and start planning and assigning tasks.

Thanks all.

Regards,

*Ronni Browning*

Principal Compliance and Enforcement Officer  
Major Investigations  
Tactical Compliance Fair Trading Operations  
Dept Justice and Attorney General  
Level 4, Executive Annexe, 102 George Street, Brisbane Qld 4000  
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Please don't hesitate to contact me should you require anything further and if I've missed anything guys.

Cheers  
Ronni

sch.3/10(1)(a)

Regards,

*Ronni Browning*

Principal Compliance and Enforcement Officer

Major Investigations

**Tactical Compliance Fair Trading Operations**

Dept Justice and Attorney General

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## Christeen Tierney

---

**From:** Bob Melling  
**Sent:** Friday, 20 March 2015 5:30 PM  
**To:** Ronni Browning  
**Subject:** RE: Recent GWAT Correspondance

Hey Ronni

Thanks for following this up  
your blood is worth bottling.

Sent from my Windows Phone

---

**From:** Ronni Browning  
**Sent:** 20/03/2015 12:03 PM  
**To:** Jason Gibbons; Tony Schostakowski  
**Cc:** Bob Melling  
**Subject:** FW: Recent GWAT Correspondance

Hi Jason and Tony,  
Thanks again for meeting with us again today, good to touch base with you both.  
I've forwarded the email correspondence between

sch.3/10(1)(a)

sch.3/10(1)(a)

I will forward through our current spreadsheet (along with previously culled spreadsheets) containing 56 complainants who have been sent Questionnaires and current status of their complaint.

Cheers guys.

**Regards,**

**Ronni Browning**

Principal Compliance and Enforcement Officer

Major Investigations

**Tactical Compliance Fair Trading Operations**

Dept Justice and Attorney General

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sch.4/3/3

## Christeen Tierney

---

**From:** Bob Melling  
**Sent:** Friday, 27 March 2015 5:31 PM  
**To:** Ronni Browning  
**Subject:** RE: Replying to Facebook message about global work and travel

Thanks Ronni. You are a good girl.

Sent from my Windows Phone

---

**From:** Ronni Browning  
**Sent:** 27/03/2015 3:42 PM  
**To:** Jason Gibbons; Bob Melling  
**Cc:** Brenda Dalmeida; Tony Schostakowski; Sarah Jackson  
**Subject:** RE: Replying to Facebook message about global work and travel

Thanks Jason.

Bob, I will email Tegan and send her a Questionnaire.

Will update spreadsheet in due course.

Regards,

Ronni Browning  
Principal Compliance and Enforcement Officer  
Major Investigations  
Tactical Compliance Fair Trading Operations  
Dept Justice and Attorney General  
Level 4, Executive Annexe, 102 George Street, Brisbane Qld 4000  
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-----Original Message-----

**From:** Jason Gibbons  
**Sent:** Friday, 27 March 2015 2:52 PM  
**To:** Ronni Browning  
**Cc:** Brenda Dalmeida; Tony Schostakowski; Sarah Jackson  
**Subject:** FW: Replying to Facebook message about global work and travel

Hi Ronni

Here is another new complaint.

Yours faithfully,

Jason Gibbons

Jason Gibbons BA Qld, LLB (Hons) QUT, JP (Qual).  
Principal Industrial Inspector, Regulation and Compliance Private Sector Industrial Relations Brisbane North, Sunshine Coast and Wide Bay Region Department of Justice and Attorney General  
Phone: 3874 7502

sch.4/3/3

A couple more may come in - I'll send them through when they do.

Cheers,  
Mazoe.

-----Original Message-----

> On Jul 8, 2015, at 12:44 AM, Mazoe Ford <Ford.Mazoe@abc.net.au> wrote:

sch.4/3/3

> Cheers,  
> Mazoe.

>

>

> -----Original Message-----

sch.4/3/3

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Fax: 3874 7504

Email: [jason.gibbons@justice.qld.gov.au](mailto:jason.gibbons@justice.qld.gov.au)

**From:** Brenda Dalmeida

**Sent:** Thursday, 16 July 2015 10:04 AM

**To:** Ronni Browning

**Cc:** Jason Gibbons

**Subject:** Transcribing job - Global Work and Travel Co.

Hi Ronni

Attached is the transcribing of the tape for Global Work and Travel Co. Please feel free to make any changes that you may pick up on.

Thanks

Brenda Dalmeida

Industrial Officer

Industrial Relations Policy and Regulation

Office of Industrial Relations

Queensland Treasury

T: (07) 3225 2299 (General Office)

E: [mailbox@justice.qld.gov.au](mailto:mailbox@justice.qld.gov.au)

- Failing to honour package inclusions

Under the *Fair Trading Act* (The Act), which incorporates the Australian Consumer Law, The Commissioner for Fair Trading is required to receive and consider complaints about traders and marketplace conduct. One of the objectives of the Act is to investigate alleged fraudulent and deceptive practices in relation to matters that affect, or likely to affect, the interests of consumers or persons considering the acquisition of goods or services.

In view of the extraordinary number and consistency of complaints received in past against the liquidated companies, the OFT is taking this matter very seriously and I am of the view that some positive action is required by you as the director of the company to ensure the interests of consumers are maintained.

In order to clarify OFT's position and present some strategies whereby your complaint handling procedures can be improved I would like to propose we meet at this office as soon as possible.

As already outlined this Office is taking this matter very seriously and with this in mind should you fail to contact me by close of business on xxxx to arrange a meeting to address OFT's concerns, I intend to raise the matter with the commissioner for fair trading. One option available to the commissioner is publicly name you and your company in accordance with the provision of section 110(2)(b) of the Act.

Thank you for your anticipated cooperation in relation to this matter and I look forward to hearing from you at the earliest opportunity.

If you have questions in relation to this letter please do not hesitate to contact me direct on 07 3008 5968.

Your sincerely

Robert Melling  
A/Manager  
Major Investigations Unit  
Office of Fair Trading

sch.3/10(1)(a)

Please don't hesitate to contact me should you require anything further and if I've missed anything guys.

Cheers  
Ronni

sch.3/10(1)(a)

Regards,

*Ronni Browning*

Principal Compliance and Enforcement Officer

Major Investigations

**Tactical Compliance Fair Trading Operations**

Dept Justice and Attorney General

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## **PRIVATE SECTOR IR - WITNESS STATEMENT QUESTIONS**

### **Common element: Private Employment Agent?**

#### **408B Meaning of *private employment agent***

(1) A person is a *private employment agent* if the person, in the course of carrying on business and for gain—

(a) offers to find—

(i) casual, part-time, temporary, permanent or contract work for a person; or

(ii) a casual, part-time, temporary, permanent or contract worker for a person; or

(b) negotiates the terms of contract work for a model or performer; or

(c) administers a contract for a model or performer and arranges payments under it; or

(d) provides career advice for a model or performer.

(2) However, a person is not a *private employment agent* only because the person publishes—

(a) for someone else, an advertisement about employment opportunities; or

(b) an advertisement offering employment opportunities with the person.

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### **Questions (covering common element above):**

1. How did you find out about GWAT? (e.g. - *internet, friend, referral etc.*)
2. In your dealings with GWAT did you respond to a specific program on their website? If so, do you recall what the offer was in relation to finding employment?
3. At any time during your dealings with GWAT was there ever an offer to find you work of any kind? If yes, who made the offer and what was said specifically?
4. Was any offer to find work made in writing either via email or in a contract or verbally?
5. Did GWAT organise any interviews with potential employers on your behalf? If yes, can you please give details that GWAT did to arrange the interview for you?

6. What is your understanding of the principal business carried on by GWAT?

**Section 408D IR Act & s 18 PEA(COC) Regs: Fee charging.**

**408D When fees are or are not payable to private employment agent**

(1) A private employment agent must not directly or indirectly demand or receive from a person, other than a model or performer, looking for work (a *work seeker*) a fee for finding, or attempting to find, the person work. Maximum penalty—16 penalty units.

**Questions:**

7. Did you pay GWAT a fee for services and if so how much did you pay?
8. If you made more than one payment, what was your understanding of what each payment was for? Were you of the understanding that any of the payments made were for the purposes of finding you work?
9. If a deposit was made what were you told that this payment was for and how much did you pay for the deposit?
10. Did you request a refund of the deposit or any other fee charged and if so did you receive a refund of any fees paid?
11. Were you given a contract to sign and if so do you have a copy?
12. Did you pay a deposit or any other fee to GWAT prior to seeing or signing the contract?

**Section 18 PEA (COC) Regs 2005: No fee for particular services**

**19 No fee for particular services**

Other than as provided by the *Industrial Relations Act 1999*, section 408D, a private employment agent must not, as a condition of finding or attempting to find work for a work seeker—

- (a) charge the work seeker a fee for services or resources provided by the agent; or
- (b) require the work seeker to use services or resources provided by or through a supplier nominated by the agent; or
- (c) accept a financial benefit from a supplier nominated by the agent for the provision of services or resources by the nominated supplier because of a requirement mentioned in paragraph (b).

Maximum penalty—14 penalty units.

*Examples of services—*

- preparation of a resume or portfolio
- assistance, advice or training in interview preparation

*Note s3 of PEA Act - Defns defines work seeker to mean a person seeking work.*

**Questions:**

13. Did GWAT offer you support services such as travel insurance, resume building or job interview preparation?
14. *[If the answer to Q 13 is yes]* Did GWAT require you to use these services as a condition of finding you work?
15. *[If the complainant used support services]* Did GWAT charge you a fee for services or resources?
16. Can you provided us with any documentation (such as emails) discussing the issue of support services?

### **Section 29 PEA (COC) Regs 2005: Information Statements**

#### **29 Information statements**

(1) Before a private employment agent provides a service for a work seeker, the agent must give the work seeker a statement (an *information statement*) in the approved form.

Maximum penalty—14 penalty units.

(2) The approved form must include the following information—

(a) that a private employment agent must not charge fees in contravention of the *Industrial Relations Act 1999*, section 408D;

(b) that the agent and the agent's employees have a working knowledge of State and Commonwealth legislation affecting the placement and employment of persons seeking work;

(c) that the agent will make all placements as required under the relevant legislation;

(d) the name and other contact details of the department from whom the person may obtain information about action that may be taken if the person believes a private employment agent has acted illegally, inappropriately or in a false and misleading way.

#### **Questions:**

17. Did GWAT provide you with an "Information Statement"? *[Note: they are found on the [www.justice.qld.gov.au](http://www.justice.qld.gov.au) website]*

### **Section 17 PEA (COC) Regs 2005: Dealing with OS Placements**

#### **17 Dealings with overseas placements**

A private employment agent must not refer a work seeker to a person in another country who is looking for workers if the work seeker—

(a) is not entitled to work in the relevant country; or

(b) does not have a reasonable prospect of obtaining permission to work in the relevant country.

Maximum penalty—14 penalty units.

#### **Questions:**

sch.3/10(1)(a)

**From:** Ronni Browning  
**Sent:** Tuesday, 18 August 2015 3:04 PM  
**To:** Jason Gibbons  
**Subject:** RE: GWAT

Not unexpected then hey.....

Regards,

*Ronni Browning*

Principal Compliance and Enforcement Officer  
Major Investigations

**Tactical Compliance Fair Trading Operations**

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Customers first



Ideas into action



Unleash potential



Be courageous



Empower people



Queensland  
Government

Great state. Great opportunity.

**From:** Jason Gibbons  
**Sent:** Tuesday, 18 August 2015 3:03 PM  
**To:** Ronni Browning  
**Subject:** RE: GWAT

Hi Ronni

Adjourned to 2 October. No news yet.

Yours faithfully,

*Jason Gibbons*