



Investigation Detail Investigation No: I-2015-02140

Legal Action

Ref	Type	Date Initiated	Status	Status Date	Trader
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Brief

Ref	Trader	Investigation Officer	Status	Status Date
-----	--------	-----------------------	--------	-------------

Review History

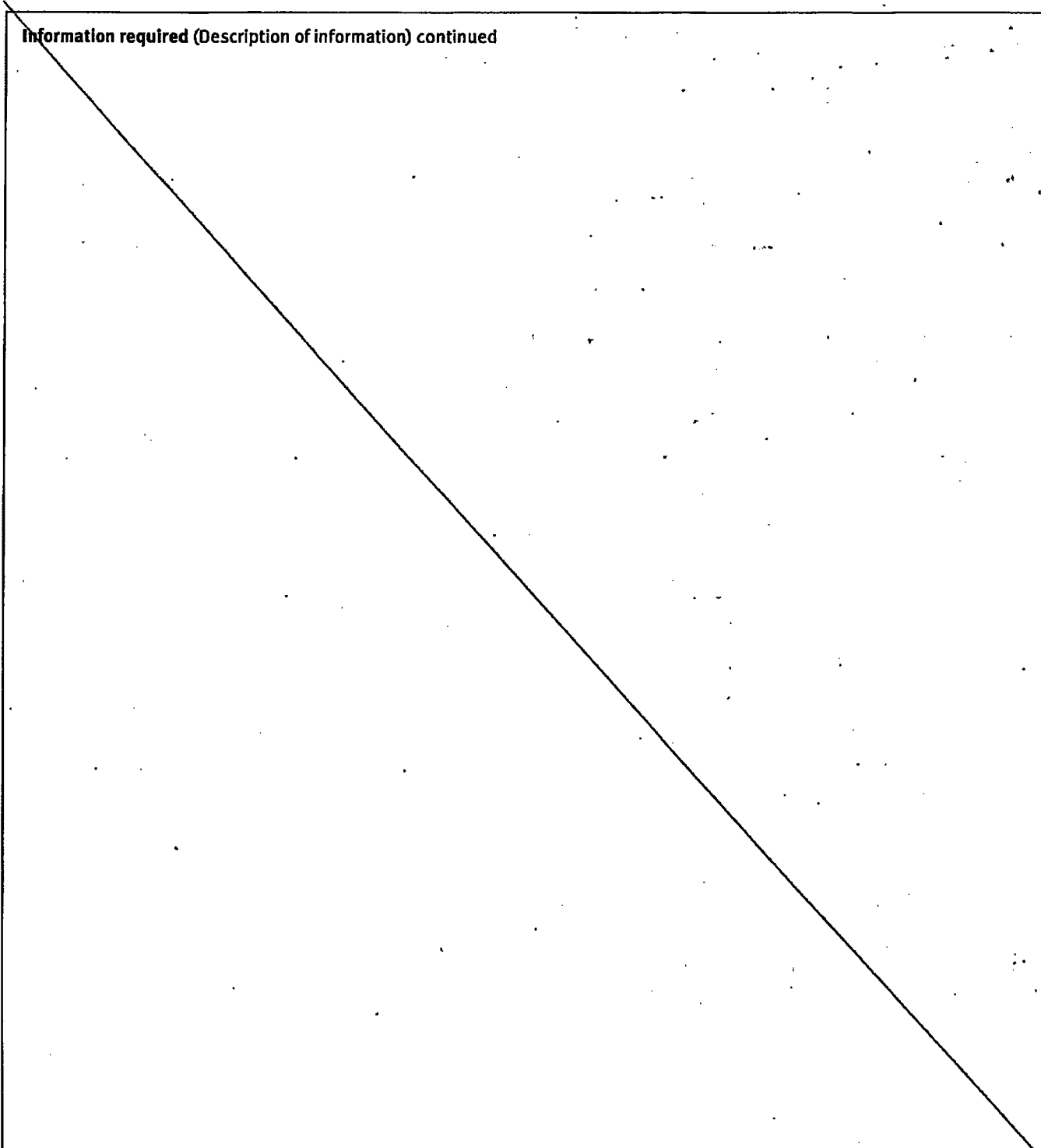
Review Type	Review By	Review Date	Outcome	Notes
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Note Ref	Note Subject	Created On
002	FILE NOTE	12-AUG-2015 PETA ISON
Sch 4/3/13		

Information required (Description of information) continued



To be produced on or before (date) / / between the hours 0830 hrs to 1640 hrs

Delivery method to: in person Lvl 9, 15 Lake St CAIRNS QLD 4870
 post PO Box 2452 CAIRNS QLD 4870
 email peta.ison@justice.qld.gov.au

Inspector name: Peta Ison Telephone: (07) 4039 8473
Identification number: 135 Email: peta.ison@justice.qld.gov.au
Signature: [Handwritten Signature] Date: 14/08/2015



Complaint: C-2015-07567

Note Ref	Note Subject	Created On	Created By
3	FILE NOTE Sent CALLI Ack letter. File to be assessed and allocated.	10-JUL-2015	CAITLIN GREENEBERG
2	FILE REFERRED Complaint referred to CALLI - PAMDA 116	08-JUL-2015	LAKEITA TREACY
1	FILE NOTE Email sent requesting further information. See external docs	08-JUL-2015	SALLY BRAILEY





Complaint: C-2015-07567

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3	FILE NOTE Sent CALLI Ack letter. File to be assessed and allocated.	10-JUL-2015	CAITLIN GREENEBERG
2	FILE REFERRED Complaint referred to CALLI - PAMDA 116	08-JUL-2015	LAKEITA TREACY
1	FILE NOTE Email sent requesting further information. See external docs	08-JUL-2015	SALLY BRAILEY



Gross Rates for "The Port Douglas Queenslander"

Dates 1st November 2013 to 31st October 2014

<u>Apartment Type</u>	<u>Number of Guests</u>	<u>Low Season</u> 1st Nov-31st May	<u>High Season</u> 1st June-31st October	<u>Extra Person</u>
<u>Studio</u>	1 or 2	\$120.00 per night	\$155.00 Per night	N/A
<u>1 Bedroom</u>	1 or 2	\$145.00 per night	\$185.00 Per night	N/A
<u>2 Bedroom</u>	1 to 4	\$195.00 per night	\$235.00 Per night	N/A
<u>2 Bedroom Suite</u>	1 to 4	\$215.00 per night	\$260.00 Per night	N/A
<u>Suite</u> <u>2 Bedroom</u> <u>2 Bathroom</u>	1 to 4	\$240.00 per night	\$285.00 Per night	N/A

COPY

Dates 1st November 2014 to 31st October 2015

<u>Apartment Type</u>	<u>Number of Guests</u>	<u>Low Season</u> 1st Nov-31st May	<u>High Season</u> 1st June-31st Oct	<u>Extra Person</u>
<u>Studio</u>	1 or 2	\$120.00 Per night	\$155.00 Per night	N/A
<u>1 Bedroom</u>	1 or 2	\$145.00 Per night	\$185.00 Per night	N/A
<u>2 Bedroom</u>	1 to 4	\$195.00 Per night	\$235.00 Per night	N/A
<u>2 Bedroom Suite</u>	1 to 4	\$215.00 Per night	\$260.00 Per night	N/A
<u>Suite</u> <u>2 Bedroom</u> <u>2 Bathroom</u>	1 to 4	\$240.00 Per night	\$285.00 Per night	N/A

Rates and seasons may vary without notice.

Specials may be posted from time to time without notice.





Complaint: C-2015-07746

Note Ref	Note Subject	Created On	Created By
3	FILE NOTE Sent CALLI Ack letter. File to be assessed and allocated.	10-JUL-2015	CAITLIN GREENEBERG
2	FILE REFERRED Complaint referred to CALLI - PAMDA 116.	08-JUL-2015	LAKEITA TREACY
1	FILE NOTE further info requested	08-JUL-2015	SALLY BRAILEY



Sch 4/3/3, Sch 4/3/13

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

From: Sally Brailey
To: Undisclosed recipients:
Sent: Wednesday, July 08, 2015 9:34 AM
Subject: Complaint against The Port Douglas Queenslander

Good Morning

I refer to the above complaint lodged in this office in June 2015.

To assist with investigation and further assessment of your matter, are you able to please supply any appointment to act that you may have or any signed contracts with the letting agent.

If you are unable to supply, we are still able to further assess your matter, however the extra information would assist in this.

Thank you

Sally Brailey
A/Senior Fair Trading Officer
Case Assessment and Conciliation
Compliance, Office of Fair Trading
Level 2 Executive Annex, 102 George St Brisbane
GPO Box 3111, Brisbane Qld 4001
Ph: 3033 0238
Email: sally.brailey@justice.qld.gov.au

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Opinions in this email do not necessarily reflect the opinions of the Department of Justice and Attorney-General or the Queensland Government.

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Complaint: C-2015-08113

Note Ref	Note Subject	Created On	Created By
3	EMAIL FROM C Brisbane OFT received a thank you response from C. Copy of email in external docs. END OF FILE NOTE.	15-JUL-2015	ELIZABETH KELLY
2	FILE NOTE Sent CALLI Ack letter. File to be assessed and allocated.	10-JUL-2015	CAITLIN GREENEBERG
1	FILE REFERRED Complaint referred to CALLI - PAMDA 116.	08-JUL-2015	LAKEITA TREACY



FOR CALLI ONLY.

- Obtain more info from consumer.
- Thank consumer for info/intel and close NFA
- Further investigate
- QCAT information Civil - refer for Legal Advice

CAL ONLY

- Contact consumer and discuss complaint Refer consumer to QCAT/Legal
- Compliance advice letter (CAL) (no investigation)
- Consumer guarantees (ACL) s _____ CAL only (no investigation)

Details of Enforcement History: - NIL

Year	Details of Enforcement

Assessment Clarification/Notes:

MAY ALSO CONSIDER SECT. 50 OF THE ACL

CALLI Officer and Date of Assessment:

Name	Date
Paul Martyn	13/7/15
Rebecca Nunn	





ASIC

Australian Securities & Investments Commission

Government current and historical business name extract

WARNING

While every effort has been made to ensure the reliability and accuracy of the information in this extract, ASIC does not guarantee or warrant the accuracy or authenticity of the information. Accordingly, ASIC will not be liable for the consequences of any incorrect or incomplete information provided

Name: The Port Douglas Queenslander

Date/Time: 24 June 2015 AEST: 2:52:35 pm

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[the port douglas queenslander](#)

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[www.qantas.com.au/Port-Douglas](#)
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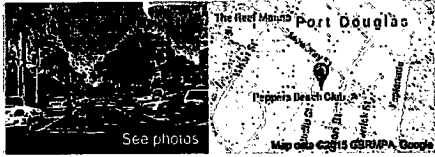
Port Douglas Accommodation - Port Douglas Queenslander ...
[www.queenslander.com.au/](#)
 Port Douglas Queenslander is the ideal Great Barrier Reef getaway. This tropical Port Douglas accommodation, situated amongst lush gardens on a ...
 1 Google review · Write a review

8 Mudlo St, Port Douglas QLD 4877
 (07) 4099 5199
[Gallery](#) · [Visitor Information](#) · [Rates](#)

Accommodation - The Port Douglas Queenslander
[www.queenslander.com.au/accommodation.html](#)
 ... queen size bed, bathroom with shower, and full length front patio. This apartment sleeps 2 people. Studio Apartment - Port Douglas Queenslander Apartments ...

The Port Douglas Queenslander - TripAdvisor
[www.tripadvisor.com.au](#) ... Port Douglas · Port Douglas Hotels
 ★★★★★ Rating: 4.5 - 122 reviews · Price range: \$106 - \$260
 The Port Douglas Queenslander, Port Douglas. See 122 traveller reviews, 63 photos, and cheap rates for The Port Douglas Queenslander, ranked #13 of 45 ...

The Port Douglas Queenslander - Booking.com
[www.booking.com](#) Australia · Queensland · Port Douglas Hotels
 ★★★★★ Rating: 9.3/10 - 214 reviews




The Port Douglas Queenslander [Directions](#)
 4-star hotel
 Address: 8 Mudlo St, Port Douglas QLD 4877
 Phone: (07) 4099 5199
[Book a room](#)

Check in Check out
 No known availability for these dates

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the port douglas queenslander... Port Douglas Queensland

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(07) 4099 5199

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Search Results for (07) 4099 5199

Names found on this number
Port Douglas Queensland

Address
8-10 Mudlo St Port Douglas Qld 4877, Australia

History
7 older records found on this number

Phone Type
Local Service

Latest Holder
Telstra Corporation Limited

Numbering Area
Mossman

Last found
October 2012

Other Formats
0740995199 / 4099-5199 / 40995199 / (07) 4099 5199 / +61740995199

4:44 PM 22/02/2015



TEMPLATE FOR SEARCHES

This is a mandatory form that requires each search box ticked as part of the Office of Fair Trading quality assurance.

1. MACS

- Check if complaint already exists
- Trader details

• NB: all Occupational Licensing (by OFT) should be licensed with details already on MACS

ALL PRINTOUTS TO BE IN TRADER PROFILE FORMAT.

2. ORGANISATION SEARCHES

- Business Name search
- Company details search details
- Director Name search

3. OTHER SEARCHES TO CONSIDER

- ABN
- Other authority licensing (eg QBCC website)
- White/Yellow pages
- Geek Tools
- Web search
- Reverse Australia

Signed *Metawan Whitehead* (searches officer)

Date *22/6/2015*

- Red slip attached (if appropriate)
- Documents Uploaded
- Documents Deleted from Folder

Signed *Metawan Whitehead* (log on officer)

Date/...../2015

TRADER:

MACS: Exist / New

ABN: *95 393 646 697*

Status: *Reg*

ACN:
Status:

ASIC BN:
Status:

STATE BN:
State:
Status:

LICENCE: (holder, salesperson, director)

OFT
#: *3717 044*
Type: *PLAD*
Status: *Unlicensed*

OTHER AUTHORITY

:
Type:
Status:

OTHER AUTHORITY

:
Type:
Status:

History check:

- Trader profile reviewed
- Further searches on variations of name and entity conducted

COMPLETE RED SLIP

C File Timeframes

Day 1

Date Rec'd: 2/6/15

Day 3

Logged MACS: 26/6/15

Assessed: 08.7.15
LS (initial)

Allocated Office: _____

Allocated Officer: _____

Day 10

Complainant Acknowledged _____

If complaint is linked to INV:

- Linked on MACS
- ACK letter sent
- Emailed INV to admin staff

Delivered to PAMDA admin

Signed _____ Date _____

ASSESSMENT CHECKLIST

- Correct T Organisation?
- Data Integrity
 - C details
 - T details
 - Description (incl keywords)
 - Dates
 - Codes
- QLD Matter?
- Checked printouts / intel. gathered
- Do we need evidence / further documentation?
- Does this need to be referred?

Legislation

- ACL:
 - False or misleading representations
 - goods or services
 - employment
 - rebates, gifts, prizes
 - bait advertising
 - country of origin
 - Unsolicited supplies
 - cards
 - goods/services
 - blowers
 - Pyramid schemes/Referral selling
 - Pricing
 - Harassment and coercion
 - Consumer guarantees
 - Goods and Services
 - Repairs, spare parts
 - Unsolicited Consumer Agreements
 - In person
 - By phone
 - Shopping centre
 - Competition
 - Lay-by
 - Proof of transaction/itemised bill
 - Repair notices
 - Safety standards
 - Is C a Consumer?
 - Is it relevant?
 - PAMDA – Real Estate
 - Motor Dealing
 - Auctioneering
 - Property Developers
 - Commercial Agents
 - Pastoral Houses
 - Trust Accounts
 - Code of Conduct
 - ASSOC
 - Charities
 - Sec. Provider
 - SHD & Pawnbrokers
 - Introduction Agents
 - Fitness Industry COC

- Update MACS changes
- Update MACS allocations
- Check AA complaints folder
- Trader History Check

Day 30

Aim to Finalise _____

C File Timeframes

Day 1

Date Rec'd: 23/6/15

Day 3

Logged MACS: 29.6.15

Assessed: 8.7.15
LS (initial)

Allocated Office: _____

Allocated Officer: _____

Day 10

Complainant Acknowledged _____

If complaint is linked to INV:

Linked on MACS

ACK letter sent

Emailed INV to admin staff

Delivered to PAMDA admin

Signed _____

Date _____

Day 30

Aim to Finalise _____

ASSESSMENT CHECKLIST

- Correct Organisation?
- Data Integrity
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 - T details
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 - goods or services
 - employment
 - rebates, gifts, prizes
 - door advertising
 - country of origin
 - Unsolicited supplies
 - cards
 - goods/services
 - bowlers
 - Pyramid schemes/Referral selling
 - Pricing
 - Harassment and coercion
 - Consumer guarantees
 - Goods and Services
 - Repairs, spare parts
 - Unsolicited Consumer Agreements
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- Company details search details

Director Name search

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- Other authority licensing (eg QBCC website)
- White/Yellow pages
- Geek Tools
- Web search
- Reverse Australia

Signed Metawan Whitehead (searches officer)

Date 29/1/2015.

- Red slip attached (if appropriate)
- Documents Uploaded
- Documents Deleted from Folder

Signed Metawan Whitehead (log on officer)

Date/...../2015

TRADER:

MACS: Exist / New

ABN: 95393646697

Status: neg

ACN:

Status:

ASIC BN:

Status:

STATE BN:

State:

Status:

LICENCE: (holder, salesperson, director)

OFT

.....

Type:

Status:

OTHER AUTHORITY

#:

Type:

Status:

OTHER AUTHORITY

#:

Type:

Status:

History check:

Trader profile reviewed

Further searches on variations of name and entity conducted

COMPLETE RED SLIP





ASIC

Australian Securities & Investments Commission

Government current and historical business name extract

WARNING

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Name: The Port Douglas Queenslander

Date/Time: 29 June 2015 AEST: 3:02:07 pm

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EXTRACT





ASIC

Australian Securities & Investments Commission

Business Name Details

Extracted from ASIC's database at AEST 15:04:00 on 29/06/2015

<p>Business name: The Port Douglas Queenslander</p> <p>Status: Registered</p> <p>Registration date: 01/10/2014</p> <p>Renewal date: 01/10/2017</p> <p>Address for service of documents: PO BOX 852 Port Douglas QLD 4877 Australia</p> <p>Principal place of business: 4 8-10 Mudlo St Port Douglas QLD 4877</p> <p>Holder(s) details: Holder Name: The Trustee for Knights-Dunlop Trust</p> <p>Holder Type: Other Unincorporated Entity</p> <p>ABN: 95 393 646 697</p> <p>Debtor representative(s): not applicable</p> <p>Notified successor(s): not applicable</p> <p>Regulator: Australian Securities and Investments Commission</p> <p>Former State/Territory registration details:</p>
--



FOR CALLI ONLY.

- Obtain more info from consumer
- Thank consumer for info/intel and close NFA
- Further investigate
- QCAT information Civil - refer for Legal Advice

CAL ONLY

- Contact consumer and discuss complaint Refer consumer to QCAT/Legal
- Compliance advice letter (CAL) (no investigation)
- Consumer guarantees (ACL) s _____ CAL only (no investigation)

Details of Enforcement History: - NIL

Year	Details of Enforcement

Assessment Clarification/Notes:

CALLI Officer and Date of Assessment:

Name	Date
Paul Martyn	13/7/15
Rebecca Nunn	



Elizabeth Kelly

From: OFT Financial
Sent: Monday, 6 July 2015 9:05 AM
To: Brisbane OFT
Subject: In relation to C-2015-07746
Attachments: CCE00000.jpg; CCE00001.jpg; CCE00002.jpg; CCE00003.jpg; CCE00004.jpg;
CCE00005.jpg; CCE00006.jpg; CCE00007.jpg; CCE00008.jpg; CCE00009.jpg;
CCE00010.jpg; CCE00011.jpg; CCE00012.jpg; CCE00013.jpg; CCE00014.jpg;
CCE00015.jpg; CCE00016.jpg; CCE00017.jpg; CCE00018.jpg; CCE00019.jpg;
CCE00020.jpg; CCE00021.jpg; CCE00022.jpg; CCE00023.jpg; CCE00024.jpg;
CCE00025.jpg; CCE00026.jpg; CCE00027.jpg; CCE00028.jpg; CCE00029.jpg

Sch 4/3/3, Sch 4/3/13

Elizabeth Kelly

20+ PAGES.

From: Steve Browne
Sent: Tuesday, 23 June 2015 11:40 AM
To: Brisbane OFT
Subject: FW: Complaint Pt 1 of 2
Attachments: CCE00000.jpg; CCE00001.jpg; CCE00002.jpg; CCE00003.jpg; CCE00004.jpg; CCE00005.jpg; CCE00006.jpg; CCE00007.jpg; CCE00008.jpg; CCE00009.jpg; CCE00010.jpg; CCE00011.jpg; CCE00012.jpg; CCE00013.jpg; CCE00014.jpg; CCE00015.jpg; CCE00016.jpg; CCE00017.jpg; CCE00018.jpg; CCE00019.jpg; CCE00020.jpg; CCE00021.jpg; CCE00022.jpg; CCE00023.jpg; CCE00024.jpg; CCE00025.jpg; CCE00026.jpg; CCE00027.jpg; CCE00028.jpg; CCE00029.jpg

2 EXTRA PAGES.

Hi Team

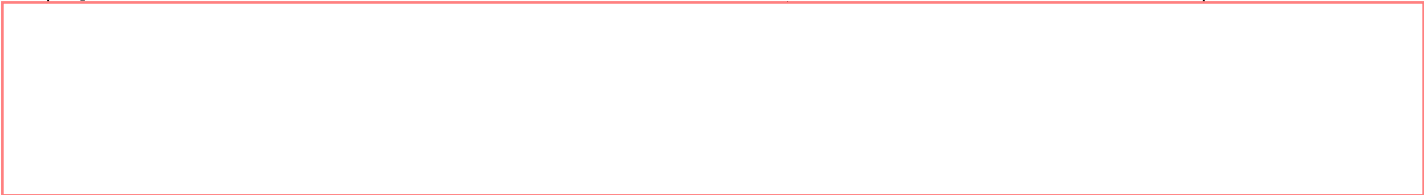
For assessment.

Cheers
Steve

From: OFT Financial
Sent: Monday, 22 June 2015 3:15 PM
To: Steve Browne
Subject: FW:

Hey,

Your name is mentioned in one of the attachments. Did you need to know about it?





ASIC

Australian Securities & Investments Commission

Business Name Details

Extracted from ASIC's database at AEST 12:21:47 on 08/07/2015

Business name: The Port Douglas Queenslander

Status: Registered

Registration date: 01/10/2014

Renewal date: 01/10/2017

Address for service of documents: PO BOX 852 Port Douglas QLD 4877 Australia

Principal place of business: 4 8-10 Mudlo St Port Douglas QLD 4877

Holder(s) details: Holder Name: The Trustee for Knights-Dunlop Trust

Holder Type: Other Unincorporated Entity

ABN: 95 393 646 697

Debtor representative(s): not applicable

Notified successor(s): not applicable

Regulator: Australian Securities and Investments Commission

Former State/Territory registration details:



ASIC

Australian Securities & Investments Commission

Government current and historical business name extract

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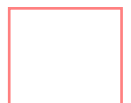
Name: The Port Douglas Queenslander

Date/Time: 8 July 2015 AEST: 12:23:04 pm

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EXTRACT



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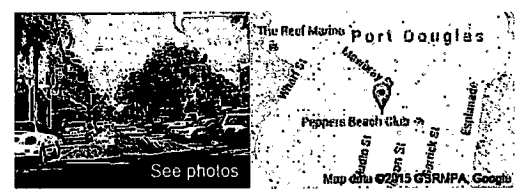
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Ratings: Website 9/10 - Selection 9/10 - Overall 9/10 - Prices 8.5/10
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www.queenslander.com.au/
Port Douglas Queenslander is the ideal Great Barrier Reef getaway. This tropical Port Douglas accommodation, situated amongst lush gardens on a ...
1 Google review - Write a review
8 Mudlo St, Port Douglas QLD 4877
(07) 4099 5199
Gallery - Visitor Information - Rates

Accommodation - The Port Douglas Queenslander
www.queenslander.com.au/accommodation.html -
... queen size bed, bathroom with shower, and full length front patio. This apartment sleeps 2 people. Studio Apartment - Port Douglas Queenslander Apartments ...

The Port Douglas Queenslander - TripAdvisor
www.tripadvisor.com.au/... Port Douglas Port Douglas Hotels -
★★★★★ Rating. 4.5 - 134 reviews - Price range: \$108 - \$292
The Port Douglas Queenslander, Port Douglas: See 134 traveller reviews, 63



The Port Douglas Queenslander

4-star hotel
Address: 8 Mudlo St, Port Douglas QLD 4877
Phone: (07) 4099 5199

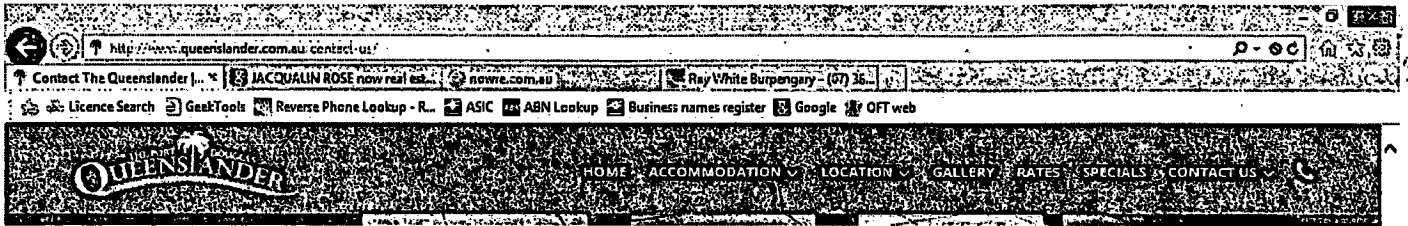
Book a room
Check in Sun, 19 Jul Check out Mon, 20 Jul

No known availability for these dates

Reviews
1 Google review Write a review

People also search for View 15+ more



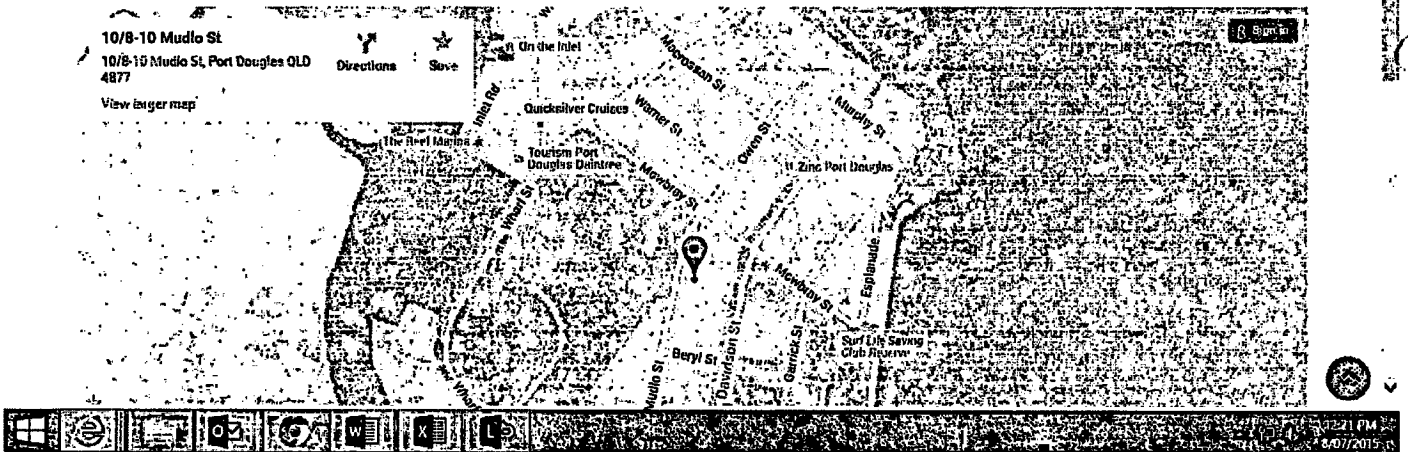


Contact The Queenslander

Please contact your hosts, Damien and Rosemary, for more information:

The Port Douglas Queenslander
8-10 Mudlo Street,
Port Douglas, Queensland, 4877

P: 07 4099 5199 Intl: +61 7 4099 5199
M: 0456 187 551 Intl: +61 4 5618 7551
F: 07 4099 5353 Intl: +61 7 4099 5353
E: stay@queenslander.com.au



https://www.google.com.au/?q=Damen+Dunlop+The+Port+Douglas+Queenslander

Search Business Names Register: Damien Dunlop The Port D... X

Licence Search GeekTools Reverse Phone Lookup - R... ASIC ABN Lookup Business names register Google OFF web

Google Damien Dunlop The Port Douglas Queensland

Web Images Maps Videos News More Search tools

About 1,270 results (0.46 seconds)

Damen Dunlop | LinkedIn
<https://au.linkedin.com/pub/damen-dunlop/65670/6b1>
Bendigo Area, Australia - Regional Manager at Cricket Victoria
View Damen Dunlop's (Australia) professional profile on LinkedIn. LinkedIn is the world's largest business network, helping professionals like Damen Dunlop ...
Missing: queenslander


ISSUU - Resort News - September 2014 by Resort Publishing
issuu.com/resortpublishing/docs/m217-september-2014/58
Sep 8, 2014 - ... Damen Dunlop & Rosemary Knights Port Douglas MRS Vict
Brand ... Pandanus Cooloom North Queensland Port Douglas Queensland ...

1 - 3 results Trademark Details THE PORT DOUGLAS ...
omg.marque.com.au/.trademark.aspx?...Damen%2C+Dunlop...
THE PORT DOUGLAS QUEENSLANDER - Damen, Dunlop Under Examination -
Extension Fees Not Required Date: 2015-05-20 (43) accommodation bureaux ...

QT Port Douglas - Traveller.com.au
www.traveller.com.au Travel Planning Travel News
Sep 24, 2013 - Like the QT resort, Port Douglas is eclectic. The scenic seaside
village is a gateway to the one of the world's natural wonders, the Great Barrier ...
Missing: queenslander

War Correspondent and Photographer Damen Peter Parer ...
<https://www.awm.gov.au/people/P1057662/>
Even sixty years after his death Damen Parer remains one of Australia's most well-
known combat cameramen. ... **PORT SUEZ - ABOARD THE PRESIDENT DOUMER**
TROOPSHIP All the nurses seen here are Queenslanders. ... Personnel inspect
debris from a destroyed Douglas C47 Dakota aircraft and other damage.

Coach Dunlop and Crows pull stumps | Bendigo Advertiser
www.bendigoadvertiser.com.au/.../coach-dunlop-and-crows-pull-stumps/
Dec 14, 2013 - FORMER Spring Gully coach Damen Dunlop says the Emu Valley
Cricket Association club wasn't his enjoying his "aggressive, strong" brand ...
Missing: port douglas queenslander



http://www.reverseaustralia.com/lookup/07-40995199

Search Business Names Register | The Port Douglas Queensland... | Port Douglas Queensland... X

Licence Search | GeekTools | Reverse Phone Lookup - R... | ASIC | ABN Lookup | Business names register | Google | OFT web

reverseaustralia

Home » Lookup » (07) 4099 5199

(07) 4099 5199

EZ Machinery
 Australian Built
 Agricultural
 Equipment. Call Our
 Experts Now!

Request A Quote

GRACE
 REMOVALS GROUP

Search Results for (07) 4099 5199

Names found on this number
 Port Douglas Queensland

Address
 8-10 Mudlo St Port Douglas Qld 4877, Australia

History
 7 older records found on this number.

Phone Type
 Local Service

Latest Holder
 Telstra Corporation Limited

Numbering Area
 Mossman

Last found
 October 2012

Other Formats
 0740995199 / 4099-5199 / 40995199 / (07) 4099 5199 / +61740995199

25 FEB 10:07 2015



TEMPLATE FOR SEARCHES

This is a mandatory form that requires each search box ticked as part of the Office of Fair Trading quality assurance.

1. MACS

- Check if complaint already exists
- Trader details

- NB: all Occupational Licensing (by OFT) should be licensed with details already on MACS

ALL PRINTOUTS TO BE IN TRADER PROFILE FORMAT.

2. ORGANISATION SEARCHES

- Business Name search
- Company details search details
- Director Name search

3. OTHER SEARCHES TO CONSIDER

- ABN
- Other authority licensing (eg QBCC website)
- White/Yellow pages
- Geek Tools
- Web search
- Reverse Australia

Signed *Metanah Whitehead* (searches officer)

Date *8.1.12* 2015.

- Red slip attached (if appropriate)
- Documents Uploaded
- Documents Deleted from Folder

Signed *Metanah Whitehead* (log on officer)

Date *8.1.8* 2015.

TRADER:

MACS: Exist / New

ABN: *95393646697*
Status: *Reg.*

ACN:
Status:

ASIC BN:
Status:

STATE BN:
State:
Status:

LICENCE: (holder, salesperson, director)

OFT
#: *3117044*
Type: *RLAP*
Status: *licensed*

OTHER AUTHORITY
#:
Type:
Status:

OTHER AUTHORITY
#:
Type:
Status:

History check:

- Trader profile reviewed
- Further searches on variations of name and entity conducted

COMPLETE RED SLIP

C File Timeframes

ASSESSMENT CHECKLIST

Day 1

Date Rec'd: 8 JULY 2015

Day 3

Logged MACS: 8 JULY 2015

Assessed: 8.7.15
 _____ (initial)

Allocated Office: _____

Allocated Officer: _____

Day 10

Complainant Acknowledged _____

If complaint is linked to INV:

Linked on MACS

ACK letter sent

Emailed INV to admin staff

Delivered to PAMDA admin

Signed _____

Date _____

Day 30

Aim to Finalise _____

- Correct T Organisation?
- Data Integrity
 - C details
 - T details
 - Description (incl keywords)
 - Dates
 - Codes
- QLD Matter?
- Checked printouts / intel gathered
- Do we need evidence / further documentation?
- Does this need to be referred?

Legislation

- ACL:
 - False or misleading representations
 - goods or services
 - employment
 - rebates, gifts, prizes
 - bait advertising
 - country of origin
 - Unsolicited supplies
 - cards
 - goods/services
 - blowers
 - Pyramid schemes/Referral selling
 - Pricing
 - Harassment and coercion
 - Consumer guarantees
 - Goods and Services
 - Repairs, spare parts
 - Unsolicited Consumer Agreements
 - In person
 - By phone
 - Shopping centre
 - Competition
 - Lay-by
 - Proof of transaction/itemised bill
 - Repair notices
 - Safety standards
 - Is C a Consumer?
 - Is it relevant?
 - PAMDA – Real Estate
 - Motor Dealing
 - Auctioneering
 - Property Developers
 - Commercial Agents
 - Pastoral Houses
 - Trust Accounts
 - Code of Conduct
 - ASSOC
 - Charities
 - Sec. Provider
 - SHD & Pawnbrokers
 - Introduction Agents
 - Fitness Industry COC

- Update MACS changes
- Update MACS allocations
- Check AA complaints folder
- Trader History Check

FOR CALLI ONLY.

- Obtain more info from consumer
- Thank consumer for info/intel and close NFA
- Further investigate
- QCAT information Civil - refer for Legal Advice

CAL ONLY

- Contact consumer and discuss complaint Refer consumer to QCAT/Legal
- Compliance advice letter (CAL) (no investigation)
- Consumer guarantees (ACL) s _____ CAL only (no investigation)

Details of Enforcement History: - NIL

Year	Details of Enforcement

Assessment Clarification/Notes:

CALLI Officer and Date of Assessment:

Name	Date
Paul Martyn	13/7/15
Rebecca Nunn	



Google

the port douglas queenslander



Sign in

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About 87,700 results (0.20 seconds)

Port Douglas Queenslander - Best Price Guarantee

booking.com/PortDouglasQueenslander
4.6 rating for booking.com
Book at Port Douglas Queenslander

Port Douglas - Accommodation

www.portdouglasqueensland.com.au/ 1300 788 553
Save up to 60%
Hot Deals - Resorts & Hotels

Book with Qantas Hotels - Qantas.com.au

port-douglas-hotels.qantas.com.au/
The Port Douglas Queenslander Sale. Save with our Low Price Promise!
Earn Qantas Points - No Fees or Surcharges - Qantas Price Promise
Deals On Now - No Booking Fees - No Credit Card Surcharge

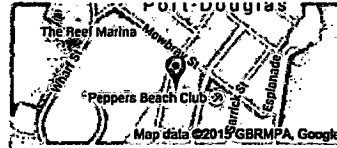
Port Douglas Accommodation - Port Douglas Queenslander ...

www.queenslander.com.au/
Port Douglas Queenslander is the ideal Great Barrier Reef getaway. This tropical
Port Douglas accommodation, situated amongst lush gardens on a ...
1 Google review - Write a review

8 Mudlo St, Port Douglas QLD 4877
(07) 4099 5199
Gallery - Visitor Information - Rates

Accommodation - The Port Douglas Queenslander

www.queenslander.com.au/accommodation.html
... queen size bed, bathroom with shower, and full length front patio. This apartment
sleeps 2 people. Studio Apartment - Port Douglas Queenslander Apartments ...



The Port Douglas Queenslander

Directions

4-star hotel

Address: 8 Mudlo St, Port Douglas QLD 4877

Phone: (07) 4099 5199

Book a room

Sun, 5 Jul Mon, 6 Jul

No known availability for these dates

People also search for View 15+



Google Damien Dunlop

Web Images News Videos Shopping More Search tools

About 435,000 results (0.25 seconds)

Dunlop rubbed out for season | Bendigo Advertiser
www.bendigoadvertiser.com.au/story/.../dunlop-rubbed-out-for-season/
Dec 19, 2013 - FORMER Spring Gully coach Damien Dunlop has been suspended for the rest of the cricket season.

Coach Dunlop and Crows pull stumps | Bendigo Advertiser
www.bendigoadvertiser.com.au/.../coach-dunlop-and-crows-pull-stumps/
Dec 14, 2013 - FORMER Spring Gully coach Damien Dunlop says the Emu Valley Cricket Association club wasn't his enjoying his "aggressive, strong" brand ...

Dunlop to coach Spring Gully Cricket Club | Bendigo ...
www.bendigoadvertiser.com.au/.../dunlop-to-coach-spring-gully-cricket-...
Sep 24, 2013 - SPRING Gully Cricket Club has appointed Cricket Victoria's Damien Dunlop as coach for the 2013-14 season.

Damien Dunlop | LinkedIn
<https://au.linkedin.com/pub/damien-dunlop/65/670/8b1>
Bendigo Area, Australia - Regional Manager at Cricket Victoria
View Damien Dunlop's (Australia) professional profile on LinkedIn. LinkedIn is the world's largest business network, helping professionals like Damien Dunlop ...

Damien Dunlop from Spring Gully rubbed... - Bendigo ...
<https://www.facebook.com/permalink.php?id=1465126183713461...>
Damien Dunlop from Spring Gully rubbed out for the rest of the season for bringing the game into Disrepute..... Thoughts anyone.

Damiger Dunlop - Bendigo Weekly
www.bendigoweekly.com.au/news/damiger-dunlop
Oct 25, 2013 - Regional Development Parliamentary Secretary Damian Drum made



ASIC

Australian Securities & Investments Commission

Business Name Details

Extracted from ASIC's database at AEST 08:29:29 on 24/06/2015

<p>Business name: The Port Douglas Queenslander</p> <p>Status: Registered</p> <p>Registration date: 01/10/2014</p> <p>Renewal date: 01/10/2017</p> <p>Address for service of documents: PO BOX 852 Port Douglas QLD 4877 Australia</p> <p>Principal place of business: 4 8-10 Mudlo St Port Douglas QLD 4877</p> <p>Holder(s) details: Holder Name: The Trustee for Knights-Dunlop Trust</p> <p>Holder Type: Other Unincorporated Entity</p> <p>ABN: 95 393 646 697</p> <p>Debtor representative(s): not applicable</p> <p>Notified successor(s): not applicable</p> <p>Regulator: Australian Securities and Investments Commission</p> <p>Former State/Territory registration details:</p>
--





ABN Lookup

Current details for ABN 95 393 646 697

ABN details

Entity name:	The Trustee for Knights-Dunlop Trust
ABN status:	Active from 01 Jun 2014
Entity type:	Discretionary Trading Trust
Goods & Services Tax (GST):	Registered from 01 Jun 2014
Main business location:	QLD 4877

Business name(s)

Business name	From
The Port Douglas Queenslander <input checked="" type="checkbox"/>	01 Oct 2014

Deductible gift recipient status

Not entitled to receive tax deductible gifts

ABN last updated: 01 Oct 2014

Record extracted: 24 Jun 2015

Disclaimer

The Registrar makes every reasonable effort to maintain current and accurate information on this site. The Commissioner of Taxation advises that if you use ABN Lookup for information about another entity for taxation purposes and that information turns out to be incorrect, in certain circumstances you will be protected from liability. For more information see [disclaimer](#).





ASIC

Australian Securities & Investments Commission

Government current and historical business name extract

WARNING

While every effort has been made to ensure the reliability and accuracy of the information in this extract, ASIC does not guarantee or warrant the accuracy or authenticity of the information. Accordingly, ASIC will not be liable for the consequences of any incorrect or incomplete information provided

Name: The Port Douglas Queenslander

Date/Time: 24 June 2015 AEST: 8:33:34 am

This extract contains information derived from the Australian Securities and Investment Commission's (ASIC) database under section 62 of the Business Names Registration Act 2011 and is provided for approved government use only. This extract may contain confidential information.

Please advise ASIC of any error or omission which you may identify.

EXTRACT



TEMPLATE FOR SEARCHES

This is a mandatory form that requires each search box ticked as part of the Office of Fair Trading quality assurance.

1. MACS

- Check if complaint already exists
- Trader details

• NB: all Occupational Licensing (by OFT) should be licensed with details already on MACS

ALL PRINTOUTS TO BE IN TRADER PROFILE FORMAT.

2. ORGANISATION SEARCHES

- Business Name search
- Company details search details
- Director Name search

3. OTHER SEARCHES TO CONSIDER

- ABN
- Other authority licensing (eg QBCC website)
- White/Yellow pages
- Geek Tools
- Web search
- Reverse Australia

Signed... *J. O'Leary*... (searches officer)

Date *24.1.15*

Red slip attached (if appropriate)

Documents Uploaded

Documents Deleted from Folder

Signed..... (log on officer)

Date *24.1.15*

TRADER:

MACS: Exist / *New*

ABN: *9539301607*

Status: *REG*

ACN:

Status:

ASIC BN:

Status:

STATE BN:

State:

Status:

LICENCE: (holder, salesperson, director)

OFT

:

Type:

Status:

OTHER AUTHORITY

:

Type:

Status:

OTHER AUTHORITY

:

Type:

Status:

History check:

Trader profile reviewed

Further searches on variations of name and entity conducted

COMPLETE RED SLIP

C File Timeframes

ASSESSMENT CHECKLIST

Day 1

Date Rec'd: 15/6/15

- Correct T Organisation?
- Data Integrity
 - C details
 - T details
 - Description (incl keywords)
 - Dates
 - Codes
- QLD Matter?
- Checked printouts / intel. gathered
- Do we need evidence / further documentation?
- Does this need to be referred?

Day 3

Logged MACS: 24/6/15

Assessed: 25/6
 _____ (initial)

Allocated Office: _____

Allocated Officer: _____

Legislation

- ACL:
 - False or misleading representations
 - goods or services
 - employment
 - rebates, gifts, prizes
 - bait advertising
 - country of origin
 - Unsolicited supplies
 - cards
 - goods/services
 - blowers
 - Pyramid schemes/Referral selling
 - Pricing
 - Harassment and coercion
 - Consumer guarantees
 - Goods and Services
 - Repairs, spare parts
 - Unsolicited Consumer Agreements
 - In person
 - By phone
 - Shopping centre
 - Competition
 - Lay-by
 - Proof of transaction/itemised bill
 - Repair notices
 - Safety standards
 - Is C a Consumer?
 - Is it relevant?
 - PAMDA – Real Estate
 - Motor Dealing
 - Auctioneering
 - Property Developers
 - Commercial Agents
 - Pastoral Houses
 - Trust Accounts
 - Code of Conduct
 - ASSOC
 - Charities
 - Sec. Provider
 - SHD & Pawnbrokers
 - Introduction Agents
 - Fitness Industry COC

Day 10

Complainant Acknowledged _____

If complaint is linked to INV:

- Linked on MACS
- ACK letter sent
- Emailed INV to admin staff

Delivered to PAMDA admin

Signed _____ Date _____

- Update MACS changes
- Update MACS allocations
- Check AA complaints folder
- Trader History Check

Day 30

Aim to Finalise _____

