

Ms Sue Walker; Mr Tony McRae; Acting Speaker; Mr John Bradshaw; Mrs Cheryl Edwardes; Mr Colin Barnett; Mr D.F.; Sullivan; Mr D.F.; Mr Clive Brown; Deputy Speaker; Mr John Kobelke; Dr Janet Woollard; Mr Tony O'Gorman; Mr Rob Johnson; Mr John D'Orazio

WESTERN AUSTRALIAN HOSPITALITY AND TOURISM SECTORS

Motion

MS S.E. WALKER (Nedlands) [4.10 pm]: I move -

That this House condemns the Gallop Government's lack of support, vision and sound management for the Western Australian hospitality and tourism sectors, currently in a deepening crisis, and further being impacted upon by the archaic provisions of the Labour Relations Reform Act 2002, and calls upon the Government to urgently conduct a public forum of tourism and hospitality stakeholders to properly address issues of serious concern in the industry.

This afternoon in question time we saw an example of why the tourism industry should be concerned about the tourism sector being in the hands of this Government and, in particular, the responsible minister in this State. The minister was simply unable to answer a basic question put to him today about the impact of the industrial relations legislation on young employees in the industry. He could not answer the question and fell back on what the Court Government did 18 months or two or three years ago - who knows - and on personal abuse. However, putting that to one side and looking at the tourism industry, in an article in *The West Australian* of Monday, 23 September, journalist Trevor Robb extracted a comment from a draft review of the performance of the Western Australian Tourism Commission. He states -

The WA Tourism Commission is bogged down in bureaucracy, skill levels are dropping and it is reluctant to cooperate with industry, according to a draft review.

That draft review recommends sweeping changes to the WA Tourism Commission structure and the scrapping of all existing advisory councils. It states that there is a potential for overzealous environmental groups to hinder tourism growth, that there is a lack of understanding among the State's political leaders of the importance of tourism to the State's economy, and that parliamentarians - not the public - should be targeted to change their attitude. I agree, because people tend to see the tourism portfolio as one that involves the fun and relaxation that people have after they have considered all the other serious things, such as crime, law and order, health and education. However, the fact is that tourism contributes an enormous amount to our economy and to the social wellbeing of our State; and I will return to that.

The draft review also calls for the development of new tourism facilities and major new industrial projects, such as mine sites, and for the addition of tourism units to some university courses. It is disconcerting that the review notes that there is no joy or pride in working within the commission, as there was some years ago. That is an important point, because tourism needs people to have an uplifting attitude in marketing it. I come from a family of traders who are in the retail business and the rag trade. They are successful because they believe in the product they are selling. Since I have been shadow Minister for Tourism, I have not seen that from the other side of the House in relation to this portfolio.

When I think of adjectives to describe this Government's performance, the words that come to mind are dull, inert and inept. A simple example of that - I may have raised it in the House before - was the opening of the new Western Australian Maritime Museum in Fremantle. It is an absolutely stunning building. The opening was a fabulous party. The person who opened it did not mention it being a tourism venue. I spoke to the minister responsible for social services and asked her why no-one had mentioned the tourism potential. I also mentioned it to several other people there - a few directors from the WA Tourism Commission. They must have had a word with someone, because the next day the *Sunday Times* mentioned that venue as having tourism potential. However, when the Premier is speaking, he is never uplifting about this State and about tourism. The Government has put tourism in the doldrums, and the industry is concerned about that. It is concerned that tourism, which has already been hit hard in the past year, is not getting the support that it needs from this Government.

I will spend the first half of my time dealing with the problems that this Government has caused Western Australia in its approach to the funding of the Singapore WATC office, and the second half dealing with industrial relations and its impact on businesses, such as the New Norcia Bakery Café and caravan parks, and the impact on employees in those businesses.

I return to Trevor Robb's article. He interviewed Alan Mulgrew, the Chairman of the WATC, who blamed everything on the difficulties in the past year. Those difficulties have been around for a year now. The Government gingerly gave \$5 million following the Ansett Australia crisis. I say "gingerly" because it was like getting blood from a stone. The Government's counterparts in other States were much quicker to come forward and support the industry. Mr Mulgrew said that the commission had undergone major restructuring, including

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the appointment of a new chairman, a new board, a chief executive and a senior management team. However, that does not appear to be having any impact whatsoever on assisting tourism in this State. I will come to the fact that the peak tourism body, the Tourism Council Western Australia, which speaks on behalf of all the stakeholders and their members, has very little confidence in the vision, commitment and dedication of this Government to the industry. Needless to say, that review document has been recalled.

Recently, there have been examples of paranoia in the minister's office when the Opposition wants to get briefings on matters concerning tourism. An example was given by the Leader of the Opposition recently when the Rottnest Island Authority wanted to come to our office and brief my leader and me on the draft document. The people from the authority were not allowed to come along unless someone from the minister's office sat in on the meeting.

Mr C.J. Barnett: The Government had to have a spy.

Ms S.E. WALKER: Yes. That is not the only shadow portfolio in which that has happened to me. The other occasion was when I went to Bandyup Women's Prison. I think Tony Leech from the minister's office turned up. Every time that someone who was employed at the prison tried to tell me something, he came in with his spin.

Mr C.J. Barnett: What - he participated in the conversation?

Ms S.E. WALKER: Absolutely, leader.

Mr C.J. Barnett: That is a disgrace.

Ms S.E. WALKER: He gave the spin on what was being said. Another example is that several months ago I wanted to go up to Exmouth and look at Coral Bay. Of course, I had no idea then of the problems that existed at Coral Bay, and I could not understand why the minister's office wanted to send someone along with me to listen to what I was being briefed on by people from the WA Tourism Commission office. Needless to say, when I went to Coral Bay, I did not really get a proper briefing on the issues, but I could sense the paranoia. There are issues in that area, and I felt passionately about that. Since then, Tourism Council representatives have visited that area and have supported everything I have said. There is a paranoia in the minister's office, but it is not doing anything.

It has been an interesting experience for me to observe the way in which this Government has gone about the marketing of this State - or lack of marketing - in the past 18 months. Besides being dull, inert, complacent and mediocre, this Government is dangerous for the economic and social wellbeing of the State. As I develop my argument on this, I will outline the reasons that I think the Government is dangerous. The Western Australian Tourism Commission is supposed to have vision, a mission and a commitment. The vision that was outlined by the former Government for the WATC was the achievement of an effective partnership between the private sector and government to make tourism a premier industry in Western Australia. It is important to bear that in mind when I come to speak about what I learnt of this Government's attitude to international marketing, as a result of my visit to Singapore and from other sources in the industry.

The mission of the WATC is to accelerate the sustainable growth of the tourism industry for the long-term social and economic benefit of the State. Its commitment is supposed to be to performance excellence in partnership with the industry. As I said today in question time, the tourism industry says that the WATC is not listening. Even if the WATC were listening, I do not think that it could contribute much. I believe that it is beyond the WATC. I will come back to that point as well.

The WATC is supposed to promote Western Australia as an attractive tourist event, convention and incentive travel destination. The one great thing that tourism has going for it in the future of this State is the new convention centre, which was an initiative of the last Government. The member for Kingsley as shadow minister for Minister for Consumer and Employment Protection will go into the industrial relations aspects in more detail, but I will shortly come to an abundance of anecdotal evidence from operators in the industry.

I will focus for a moment on why tourism is so valuable to this State. Some 90 per cent of the industry is made up of small businesses employing small groups of people, many of which are located in rural and remote locations. I understand that the member for Greenough will be speaking of incidents that are happening to tourism operators in his area. The fact that tourism is valuable to this State was recognised by the Labor Party in its tourism pre-election policy. It had this to say at page 14 of its policy document -

Small business and tourist operators are the lifeblood of the tourism industry.

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The tourism industry requires more than the perfunctory press release that the minister churns out every couple of weeks or every month. He does nothing big; he puts no funds there; he churns out a press release on some issue but does not look at the big picture.

As I have said, the WATC is all about marketing this State in conjunction with the private sector. The Labor Party also said this in its policy statement -

Labor recognises the importance of effective marketing for the tourism industry in WA and the need to put a greater emphasis on it.

That is why I want to start at the international level. I believe the Labor Party has done enormous damage to our Singapore market. In July I visited the WATC office in Singapore. I met the three staff in that office, which is run very effectively and efficiently. We did not hear about it in Western Australia, but that office ran a stunning campaign in February that involved the underground railway and the painting of fabulous pictures of Perth inside and outside the cabins. I find it totally unbelievable that we did not hear about that in Western Australia, because the Western Australian community should be hearing about it.

Singapore is the State's second biggest inbound tourism market with a high yield factor. The biggest is the United Kingdom, but it has a low yield factor. According to the WATC that is because many people who visit from the United Kingdom stay with relatives and friends. In the 2002-03 budget papers at page 977 the Government said the following about Singapore and Malaysian markets -

Eastern hemisphere

The major Asian source markets of Singapore and Malaysia continue to provide the bulk of visitors from this region.

The next page reads -

The WATC will continue to market the State as a short break destination to high yield segments in Singapore and Malaysia.

I do not know whether the minister reads his press statements. I would say after his performance today that he does not. However, the WATC and the minister are aware that last year there was a slump in the number of those people visiting Western Australia. They know the numbers have been slipping. I was very impressed with the Singapore office and its staff. When they had the funds, they were a fantastic example of how Perth is marketed overseas on our behalf. However, although here in Perth the Government tells us that it is determined to continue marketing the State, in reality I have discovered the following budget marketing figures for Singapore: in 2001-02 funding for proposed marketing activities for Singapore was a total of \$421 500 and for Malaysia it was \$312 000. This year Singapore was initially allocated \$432 000 - a slight increase - and Malaysia was allocated \$297 000. However, after the budget was handed down the Singapore office was told that there would be nearly a 25 per cent cut in both those budgets. Some \$100 000 would be knocked off each of those budgets. That was done behind the scenes, office to office. I happened to come across that information because I made inquiries. I was proactive. I wanted to know what was going on; I wanted to know that tourism was being properly marketed on behalf of our State.

When international visitor survey figures were recently released, they showed further significant decreases in visitor numbers from key international markets. The figures from Singapore were down a further 9.2 per cent and those from Malaysia were down a further 16.4 per cent. United Kingdom visitor figures were up by 31.1 per cent but, as already noted, the yield from visitors from the United Kingdom compared with visitors from Singapore and Malaysia is lower. WATC's database for international figures shows that in 1999-2000 visitor numbers from Singapore in the age group 15 years plus were up by 10.4 per cent to 69 741, with a total expenditure of over \$138 million.

It is very serious for this State when office to office the WATC cuts by 25 per cent the budget for one of the State's biggest inbound international tourist markets, because of the severe impact it has on the State's economy and the loss of jobs for young people. I will come back to what the WATC has to say about how a series of events has impacted on its ability to create more jobs in the industry and to avoid the loss of jobs to youth. It is very important to keep the State's youth employed and occupied, particularly with all the social problems that are around these days. Instead of putting in more money to address the problem, the WATC is putting in less money. It is absolutely unbelievable.

My sources in the industry in Western Australia say that as late as yesterday the minister was being advised that the WATC had not cut funds. However, my sources who know what is happening in Singapore tell me that promotions put up by the Singapore office are being knocked back by the WATC. We are in healthy

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competition with other States, but we are in competition to get that business. I am told that currently Queensland has a campaign that our Singapore office cannot compete with because it does not have the funds. Our Singapore office has been told by WATC headquarters that it must wait until the Partnership 21 document has been completely reviewed. Currently, Queensland has a significant \$500 000 promotion with Singapore Airlines and Australian airlines to promote the Gold Coast and Cairns. It has been heavily marketed on television in Singapore. A range of options are available for the first 2 000 people who sign up. When we in this Parliament talk about Singapore, it seems so far away. It is a bit like Coral Bay; one needs to go up there to see what is going on. I was so impressed by the Singapore office and the dedication there. However, it is unable to market Perth to help our economy, youth and employees in Western Australia simply because this Government is slicing major funds off the top of its marketing budget. Perhaps the minister could tell me whether large slices are being lopped off marketing areas to create a slush fund, so that the directors or the minister can direct where these funds can go at any given moment. The minister must be accountable to the people of Western Australia on the way he deals with our funds and Western Australia is promoted in international markets. The Government is trying to spin gold out of straw. It is asking the Singapore office to spin gold out of straw. That is not acceptable.

The flow-on impact of this Government's stupidity is obvious to Western Australians. The industry is already suffering from the effects of September 11, the demise of Ansett Australia Ltd, increasing public liability insurance and land tax, poor foreign exchange rates, and the dampening of world travel. It seems incomprehensible that funds have been drastically cut from the budget of the Singapore office, but it is true. I also took time out on my way to Canada to visit the London office of the Western Australian Tourism Commission. Its funds are also being cut. I do not know to what extent, but perhaps the minister can tell me. Is the funding to that office being cut by 25 per cent as well?

Mr J.L. Bradshaw: He probably does not know.

Ms S.E. WALKER: He probably does not know.

Mr C.J. Barnett: He needs to send one of his spies over there to find out what is going on.

Mrs C.L. Edwardes: We're getting a railway.

Ms S.E. WALKER: We are getting a railway, at a cost of \$1.4 billion. In the past 12 months, operators have suffered reduced turnovers, staff redundancies and severely reduced profit margins. The gingerly proffered \$5 million for the bandaaid rescue of the industry is not enough. This Government is still trying to trade off that \$5 million in an attempt to show its support for that industry. An article in *The Australian* states -

The tourism sector in Western Australia is in the doldrums, and the Gallop Government has failed to find suitable solutions, the industry has claimed.

The Tourism Council of Western Australia's president, Manny Papadoulis, today will call for initiatives to kick-start the industry -

...

Mr Papadoulis said Premier Geoff Gallop and his ministers should hold talks with key stakeholders to discuss the industry's future, and help improve the collection and dissemination of research and statistics.

This industry has experienced not only September 11 and the Ansett crisis but also a range of other crises, besides the one that is looming and which the Government has brought upon the industry through its industrial relations legislation. The article continues -

Tourism Minister Clive Brown yesterday praised the sector, saying it had shown courage to overcome one of the biggest challenges facing the state.

Mr Brown said the Government had responded to the crisis with a 10-point plan for recovery, including a \$5 million crisis marketing fund.

That article was published on Saturday, 14 September 2002. I remembered that date because it was my birthday. I also had to go to the Hyatt Regency Perth on that day, which I was willing to do on my birthday, to listen to the tourism minister. I have never seen anyone so inept and bamboozled when asked questions. The minister is still trying to trade off the \$5 million and a 10-point plan that he put in place nearly a year ago. It is pathetic.

Mr J.L. Bradshaw: It is probably as good as Gallop's five-point plan for the insurance problems.

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Ms S.E. WALKER: The coalition Government had a plan and a vision. The Brand campaign of 1995 was a visionary five-year plan. The Brand WA Elle Macpherson advertising campaign was in place for two years in the United Kingdom. That campaign consistently generated inquiries on the Tourism Council of Australia web site. The annual report of the Western Australian Tourism Commission of 1999-2000 states -

The Brand WA campaign in the United Kingdom has been an outstanding success.

Two years of Brand WA-Elle Macpherson advertising have resulted in Western Australia now consistently generating more inquiries on the Australian Tourist Commission's brochure-line in the UK than any other state or territory.

In the 12 months to June 1999, 27.7% of all requests for information to the ATC hotline were for Western Australia, up from 11.6% in June 1998.

It will be said that I have quoted those figures to praise the coalition, but the figures speak for themselves. The vision, marketing, commitment and plan of the coalition Government worked.

Mr C.J. Barnett: If you had been in Parliament at the time, you would know that Labor in opposition continuously ridiculed that marketing program.

Ms S.E. WALKER: Since the Labor Party dropped that campaign, what has happened to the industry? I accept that there have been problems, but I have not seen the tourism minister or Premier continually selling our State. That is what is required for tourism. It is about selling and marketing the State. The annual report continues -

Two months later this had soared to record levels with 34.5% of all requests being for information on Western Australia, compared to 18.3% for Queensland. Western Australian inquiries had increased from 13.8 per cent in August of the previous year.

WA received more inquiries than any other State for the five months from September until January inclusive.

The Tourism Council Western Australia and tourism stakeholders are asking where the vision or plan is now, and why the industry is not being properly marketed. They want to know why policies that are harming the industry are being put in place. They want to know why the Government is not listening to them. They want this minister to hold a meeting with stakeholders so that they can discuss their serious concerns. I seriously hope that the minister will do that. The minister said today during question time that he had been to the Tourism Council. The minister struggled to talk about the tourism industry today. Frankly, that is disgusting, given the state of the industry.

The poor management of the tourism industry in this State has meant that the industry has lost the ability to create jobs. As I said, those jobs are vital for people such as single mums who do a lot of work in the hospitality industry and women who clean hotel rooms on the weekends while their husbands look after the children at home. The minister can read in any annual report that youth receive a lot of employment from the tourism industry. Those people are at risk of losing their jobs. What happens in the tourism industry has a ripple effect right through the economy. When I came back from Canada and hopped in a taxi, I asked the driver how the tourism industry was going. He said that business had been really bad for him and the taxi industry. The state of the taxi industry is just one example of the ripple effect of problems with tourism in this State.

The Tourism Council wants tourism to be recognised as a serious portfolio. It was initially concerned that this Government had no tourism portfolio or tourism minister.

Mr C.J. Barnett: They forgot about it.

Ms S.E. WALKER: That is right. I do not know whether members of this House are aware that the WATC brings out a barometer figure. It has been trying to spin gold out of straw. In June this year, members of the Tourism Council Western Australia and the tourism industry queried Richard Muirhead, the Chief Executive Officer of the Western Australian Tourism Commission, over the inaccuracy of the barometer figures that had been quoted in the Press. In trying to cover up its mismanagement, the commission doctored the figures that it released to the Western Australian community. The tourism industry was having none of that. The Western Australian Tourism Commission said that 60 per cent of tourism operators had reported that business activity was equal to or better than the past season. That was total nonsense. The tourism industry recognised that the commission had doctored the figures to make the Government look good. The figures applied to a regional survey, not across the board. The effect that that had on the industry was that banks and tourism operators thought they did not measure up. The banks thought everything was going well, but that businesses were not going that well and therefore the banks would not support them. That is the effect on the industry of the Government's doctoring of the barometer figures.

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I refer now to federal minister Joe Hockey's discussion paper on the 10-year plan for tourism. Perhaps the State Government can learn something about the aims of tourism. The discussion paper states that the aims of the federal Government are to provide a framework to assist the tourism industry; to develop options for achieving sustainable growth; to identify and address financial impediments; to identify and address the social, cultural and environmental issues necessary to achieve outcomes; to seek to reduce duplications and to leverage outcomes; and to provide a time frame and process for implementation of the plan. There is no plan here. The federal Government's plan has the potential to provide broad-based benefits to and beyond the industry itself.

I turn now to the effect the Government's industrial relations legislation is having on the tourism industry. The effect is just now being felt. I hope that with some publicity and opposition members generating some awareness of the issue, more people in the tourism industry will be able to prepare themselves for what is about to come upon them. I will read an e-mail I received from a person who runs a caravan park. The e-mail refers to casual staff and states -

We employ cleaning staff from Monday to Sunday on a casual basis at a set hourly rate regardless of which day they work.

What seems to have been forgotten in the industrial relations legislation is that people no longer work nine to five. They have changed the way they think about their work habits. The tourism and hospitality industries operate 24 hours a day, seven days a week. Young people have several jobs and they want a lifestyle, not the archaic provisions of working nine to five. That is old Labor politics. The e-mail continues -

Staff are primarily cleaning cabins and chalets or general laundry work. Currently we pay between 14 and 16 per hour. As we understand it under the revised arrangements we would have to pay the award rates or in an EEA the rate set would have to be equivalent to the award rate. This means that on Saturday we would have to pay \$21.15 and Sunday \$24.67 per hour. Our general tariff rates range from \$49 to \$89 per night for cabins. In the worst case if we take the \$49 cabin and deduct GST and costs etc the calculations are as follows

\$49 rate
\$4.45 GST
\$21.15 clean
\$10 linen, utilities and consumables
\$13.40 nett income

As you can see this is hardly viable for Saturday and worse for Sunday.

Other considerations

when we employ a cleaner we don't know which days they will be required to work on ie it is not possible to only employ weekend or midweek workers exclusively.

some people who are available for weekend work are not available for mid week work.

An example of that type of worker is a mother with children who wants to earn some extra income for the family and whose husband looks after the children while she goes to work. Those people will probably be out of a job as a result of this legislation. It continues -

The final income could be that we would reduce our weekend staff to a minimum.

Mr C.J. Barnett: Members opposite should look around their electorates and see some of the jobs that are going.

Mr A.P. O'Gorman: I have.

Ms S.E. WALKER: Perhaps the member for Perth should look around his electorate, as we did today. It continues -

The tourist industry must be able to maintain flexibility in the way it employs people as we are not in a position to tell the customer when we want to do business.

I received another e-mail about the Perth Visitor Centre from a well-known person in the tourism industry. The e-mail states -

Apparently the Perth Visitor Centre now closes at 1230 SAT and is closed on Sundays. This appears to be a result of the Labour industrial relations reforms. The WATC can't afford to pay the overtime bills to staff it on weekends.

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Considering the importance of this centre and that Perth is designated a tourism precinct for retail trading hours purposes, I would have thought that it should be trading all weekend.

I sincerely hope that this person is wrong.

I note also that members of the Western Australian Hotels Association have a great number of difficulties with this legislation. Stakeholders have challenged the Government to advise how many employer organisations are recommending employer-employee agreements to their members. They want to know whether the Government is aware of the dramatic increase in the Australian workplace agreements that are being registered under the commonwealth industrial relations laws. They have asked me and the member for Kingsley to take a walk through Northbridge to look at all the closed and empty restaurants. This is not a case of bad management across the board; it is a case of bad policy forcing restaurants to close.

I turn now to the New Norcia Bakery Café. This morning the Leader of the Opposition, the member for Kingsley and I did not visit New Norcia, as the Treasurer said - he would not have a clue. We visited the New Norcia Bakery Café and shop in Scarborough Beach Road, Mt Hawthorn.

Mr C.J. Barnett: Whose electorate is that in?

Ms S.E. WALKER: That is in the electorate of the member for Perth, who is not in the Chamber, and I will tell members why he is not. He is not here because he knows that we are debating this issue. He visited that shop and he heard the complaints from the owners. However, during debate on the industrial relations legislation, he did not mention one thing about his electorate. I think the constituents in his electorate might like to know that. He might like to go to the Aegean Café, which is across the road from the New Norcia Bakery Café, and tell the owners that he did not say a peep on behalf of his electorate during debate on the industrial relations legislation. The people in his electorate told him of the problems and he did not speak on their behalf when the debate took place. I checked *Hansard* today. Perhaps the member for Perth can tell me that I am wrong. Even in his speech during the Address-in-Reply debate -

Mr C.J. Barnett: He always has a lot to say, but he will not stand up for his constituents on this issue.

Ms S.E. WALKER: He is not here, Leader of the Opposition. He should be dutifully embarrassed. He will not be too difficult to knock off at the next election, because we will remind the people in his electorate about his performance.

I return to the New Norcia Bakery Café, which is well known. It does an enormous amount for the tourism industry in this State. It is based on a unique and very strong management partnership between two men, Kingsley Sullivan and Mark Young. It is important to look at the history of this business. It is this sort of enterprise, initiative, vision, planning, creativity and enthusiasm that creates jobs in this State. Those two men employed two people when they first established the business, and now they employ 30. However, they are not looking at expanding their business; in fact, they have put people off as a result of the industrial relations legislation. They have been forward thinking and have looked at the impact this legislation has had on their business.

I will tell members how the business started, because it is important for tourism. A chance meeting with Benedictine monks in 1992 led Kingsley, one of the owners, to propose to the monastic community that the business be allowed to lease a century-old wood-fired bakery in the monastery to restart the 150-year history of bread making in Australia's only monastic town. From March 1993 to May 1996, authentic sourdough bread was produced seven nights a week and transported 135 kilometres to the company's primary markets in Perth. In 1996, the discovery of a six metre by five metre wood-fired oven in Mt Hawthorn provided a logical solution to the problem of demand for New Norcia bread exceeding production capacity in the monastery. The relocation of the main bread-making operation to Mt Hawthorn allowed the business to scale down the extent of production at New Norcia. A small bread-making operation is still maintained at New Norcia for the local community, and the remainder of the capacity was devoted to production of New Norcia nut cake for the national market. That product is sold in London.

Mrs C.L. Edwardes: Where are both the responsible ministers?

Ms S.E. WALKER: I will note in *Hansard* that the Minister for Tourism is not in the Chamber, nor is the member for Perth. The minister has just walked back into the Chamber.

Points of Order

Mr A.D. McRAE: The member for Nedlands is misleading the House by saying that members are not in the Chamber. She does that knowingly to record in *Hansard* that the minister is absent when he is in the House.

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The ACTING SPEAKER (Mr A.J. Dean): There is no point of order.

Ms S.E. Walker: The Minister for Tourism was definitely out of the House or behind the Chair.

Mr C.M. BROWN: The member for Nedlands said that I was out of the House while I am sitting here.

Mrs C.L. Edwardes: No, you were out of the House. There is no point of order.

Mr C.M. BROWN: I do not mind the other inaccuracies in the statement so far, but when I am sitting in this place and she says that I am not here, I really must protest.

Mr J.L. BRADSHAW: That is not what the member for Nedlands said. She said that he was out of the House and he was when she said it.

The ACTING SPEAKER: There is no point of order.

Mr C.M. BROWN: I heard the member for Nedlands clearly mislead the House by saying that I was not in this place.

The ACTING SPEAKER: I have ruled that there is no point of order.

Debate Resumed

Ms S.E. WALKER: The move by the New Norcia Bakery Café to Mt Hawthorn provided the business with the opportunity to open its own retail outlet in what at that time was a very run-down and sleepy retail centre. A lot of activity goes on in that now quite vibrant part of Scarborough Beach Road between Coogee and Oxford Streets. A sad aspect of the industrial relations Bill and the impact on the New Norcia business is that many locals bring international and interstate visitors to that shop because it is a retail outlet and a coffee shop. It is a boutique tourism business, a little like the Margaret River Chocolate Company in that it is different, unusual and unique. New Norcia is even more unique. For the first time on Monday, which I think is a public holiday -

Mr J.L. Bradshaw: Yes, it is the Queen's Birthday holiday.

Ms S.E. WALKER: Of course, it is the Queen's Birthday holiday. For the first time, the New Norcia Bakery Café will be closed because it cannot afford to pay its staff increased wages. It released an open letter, which I will refer to shortly, to the people who patronise the business.

The business has a great background. In 1998, businessman Mark Young purchased a 50 per cent share of the business and now participates fully in it. In late 2000 the retail operation at Mt Hawthorn was expanded to include a café, and became the primary feature on the Scarborough Beach Road shopping strip and probably the catalyst for what is now a booming growth area. That is significant because other businesses have popped up all around it. As I said, the Aegean Cafe across the road from it is now also closing on public holidays.

Mrs C.L. Edwardes: Is next Monday the first time the cafe will close?

Ms S.E. WALKER: Yes, the New Norcia Bakery Café is closing for the first time next Monday as a result of the policies of this Government.

Mr C.J. Barnett: Having a leading business closed on a public holiday is a sensational result for a tourism minister. What a triumph!

Ms S.E. WALKER: Yes. The owners of that business built it - I hope the Minister for Tourism is listening because this is important.

Mr C.M. Brown: I wouldn't miss a beat.

Ms S.E. WALKER: He is not listening to the stakeholders because this is what they are telling us. The owners of the New Norcia Bakery Café chose to build their business by producing fresh bread every day, making the business very demanding on the principals and senior staff. That bakery in Mt Hawthorn now operates 24 hours a day, 365 days a year. Despite the business being located in the middle of its primary market, its operation is very demanding on small business. To overcome those difficulties, the business revolutionised the employment structure of its baking personnel. The industry norm was for bakers to work a 40-hour to 48-hour week over five or six days. That usually meant that they had to work unsociable hours each night, including every Friday night and often also Saturday night. Staff absenteeism was rife and the company was experiencing a high staff turnover. Their solution was to organise the baking staff into two teams, each team working two nights and having two nights off. As the day's work moved by one day each cycle, each team was entitled to two Friday nights and two Saturday nights off each month. As the member for Greenough said, it is flexibility that matters. That flexibility accommodated people's lifestyles and how they wanted to work. They felt they were getting a

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good deal. It has given people jobs and they are happy and have no complaints. However, now, three employees have been put off from the business already, before the Bill comes in later this year or next year and before its full impact hits the business.

This is an important issue because New Norcia Bakery Café has gained significant recognition in its nine years of operation. In 1995, it received from the former Department of Commerce and Trade the best potential new export product award for its New Norcia nut cake. In 2000 it received the Australian *Gourmet Traveller* jaguar award for excellence from a judging panel made up of Australia's leading food writers and authorities. In 2001 the company received a sponsoring-the-arts award from the Minister for Culture and the Arts for its four-year sponsorship of the Handzon Theatre company. It provides sourdough bread to the business and first-class sections of flights by Qantas Airways Ltd. It is a fantastic business, which is why I asked the minister today whether he had given any forethought to the effect of the industrial relations Bill and whether he had discussed that with the Minister for Consumer and Employment Protection. Apparently, he had not given it any forethought. The member for Perth, in whose electorate this business is situated, did not have the courage to stand in this place to make known the views of the people in his electorate who had complained to him about their suffering.

New Norcia Bakery Café has always been intensely customer focused, and it would be a shame for the patrons if the business had to close on public holidays. An open letter released to all customers of the New Norcia Bakery Café reads -

The State Labor Government's new Industrial Legislation has now come into force, eliminating the Workplace Agreements under which we have operated since opening the café in December 2000. Under those Workplace Agreements, we were able to structure wages acceptable to our staff but without the need for penalty rates. Our modern society had adapted to a seven day a week lifestyle. The weekend is when most people want to shop and dine at our bakery café.

Of course, old politics drove the industrial relations Bill. People work 9.00 am to 5.00 pm from Monday to Friday because they want to have some fun on the weekend. They want to go to cafes and they want them to be open. Everybody loves Perth these days because there are so many cafes to go to and have a cappuccino on Saturdays, Sundays and public holidays. Now it will be dullsville because it will be like a ghost town. All these places will close on public holidays because the owners cannot afford to keep them open until this Government does something about this issue for the tourism industry.

Mr R.F. Johnson: That is how it was when I first came to Western Australia: everything was closed on a Saturday afternoon and it was dullsville.

Mr J.L. Bradshaw: This Government is shutting it down.

Ms S.E. WALKER: It is shutting it down.

Mr R.F. Johnson: The Government is going back 15 years.

Ms S.E. WALKER: That is right. The owners of the New Norcia Bakery Café continued in the letter -

However, the new legislation requires us to pay penalty rates up to double time and a half on weekends and public holidays.

An operator in the Margaret River area, who employs a 21-year-old university student on Sunday to do a particular unskilled job, will now have to pay that student \$300 a day.

Ms A.J. MacTiernan: That is the same argument that was used when Governments tried to get kids out of chimneys.

Ms S.E. WALKER: That is the sort of stupidity that the Government is visiting upon people in this State. Dull, inept, inert and stupid are the policies of this Government. The letter continues -

We pointed out to a number of our political representatives the inability of businesses like ours to absorb such a massive change in pay structures but our protests were to no avail.

As a consequence, all our prices are increasing in both the shop and the café to absorb these increased wage costs. We also have to introduce a weekend surcharge of 10% as a result of the weekend penalty rates we must now pay. Our only alternative to this action is the closure of the café on weekends.

The member for Armadale, who lives in Mt Lawley, will not be able to visit that cafe anymore. She will not be able to make a hop, step and jump from her house down the road for a coffee because her policies have shut that cafe. The letter continues -

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Sadly, we will be unable to open the café on Public Holidays in the future as the wage structures make it totally unviable.

We did not want these changes and we will not be the only food outlet to take this action. Most non family staffed businesses will have to increase prices, introduce a surcharge for weekends or, close.

We suggest any anger or disappointment you feel about this situation be directed to your local political representative.

It is signed by the owners and directors. I raise that as a prime example of a fabulous tourism operator that has been very successful, marketed its Western Australian product in the big shops in London and provided people with jobs but is now finding that it must close. This is just the start.

Several members interjected.

The ACTING SPEAKER (Mr P.W. Andrews): Members!

Ms S.E. WALKER: Members of the industry have asked me to raise a concern of theirs today.

Several members interjected.

The ACTING SPEAKER: Members! I am trying to listen to the member for Nedlands.

Ms S.E. WALKER: The industry members have asked me to raise the issue of the concessions given to Burswood International Resort Casino. They are concerned that the Government is doing deals with its favourites. It is the industry's view that the Government has made significant concessions to one big business but has twiddled its thumbs in relation to the thousands of small businesses in the tourism industry. They want me to ask what the Government is gaining from the tax changes it is providing for Burswood. What additional revenue will it receive by granting additional gaming machines to Burswood, and where will the money go? There are thousands of businesses and employees in the industry, not just that one big business. Others in the industry are concerned that they are not getting any assistance and that the dampeners are being applied to shut them down while incentives are being given to Burswood, which is a big business. The stakeholders in the hotel and hospitality industry want to know why, if the Government is willing to give tax concessions to Burswood to keep attracting foreign high rollers, it does not give tax concessions to operators that attract a variety of tourists from around the world.

I have raised this issue of the Labour Relations Reform Bill 2002 today because, although there have been many problems for the tourism industry this year, this has been identified by the Tourism Council Western Australia, the Australian Hotels Association and the hospitality industry as the biggest issue the tourism industry will face in the very near future. They do not want this Government to continue to pretend that things are okay when they are clearly not. We saw an example of that from the minister during question time today. The Government is not only pretending that things are going okay but also implementing policies that are severely damaging our economy and the social wellbeing of the job market in our State. A drastic example of that is the reduction in funding to the WATC offices in Singapore and the United Kingdom. It is shocking and almost unbelievable. If I did not have the figures to back me up, people would not believe what I was saying.

I finish with a few comments from a letter written in relation to tourism operators in Margaret River and the Swan Valley. The letter was not written to me. It states -

Like all tourism operators in Margaret River and the Swan Valley, most of our trade is on weekends, school holidays and public holidays. Sundays are by far our busiest days. On a busy Sunday in the Swan Valley we can receive more visitors in one day than the whole of the previous Mon-Fri week. Consequently we need massive increases in staffing on Sundays and Public Holidays and on Saturdays. The problem for us and the entire tourism industry is that this whole Award is skewed against weekend work.

For example a 21 year old casual employee working Saturday and Sunday as a counter hand for 7.5 hours each day at \$13.62 is currently paid \$204.30 for their weekend's work.

The same employee under the award will have to be paid \$19.50 per hour on Saturday and \$31.02 (double time) on Sunday. The employee would now be paid \$378.90, an increase in wages of 85.5% for a normal weekend.

How can you imagine that a small business could sustain an overnight increase in its wages bill of 85%?

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Members should remember that 95 per cent of the tourism industry is made up of small businesses employing just a few people - about five to 15 or, at most, 30. That is not many. The letter continues -

It gets worse. Have a look at this: A long-weekend now, vs. a long weekend in six months time.

Government members interjected.

Ms S.E. WALKER: They will not have jobs. Government members do not realise that these people will not have jobs. It just does not sink in. People who own businesses upon which other people rely for their income face real problems when they cannot keep those businesses going. That is what members opposite are doing to people in this State. I have given an example. The letter continues -

Currently staff would be paid 2 days at \$13.62 per hour and the public holiday at time and a half \$20.43. The total wages for a counter hand working a long weekend would be \$357.52.

In six months the same employee will have to be paid Sat \$19.50, Sun \$31.02 and Monday a horrific \$38.78 per hour, bringing the cost of employing a 21 year old counter-hand for a long weekend to \$669.75 for three days, an increase of 87% on their current pay.

Look at the difference for the Easter Weekend, our busiest, when we have to employ all our staff to cope with the crowds, many of whom are only sightseers and don't make a purchase.

Today someone mentioned the wine industry and cellar sales, which usually occur on weekends and are a public relations exercise.

Mr A.J. Dean interjected.

Ms S.E. WALKER: I want to record in *Hansard* that whenever we on this side raise something serious like the premium property tax and the effect it will have on the people in this State, all we get from the other side is smirking, laughing and stupid comments. I do not know if it is because they are backbenchers and do not have anything constructive to do with their time, but that is what I see and hear from that side of the House. The letter continues -

This Easter a 21 year old counter hand was paid \$468.74 for working the Easter weekend. Next year that same employee will have to be paid \$960.60

Mr C.J. Barnett: What chance will he have of getting a job next year?

Ms S.E. WALKER: He will not have a job. The business will probably get family members to work for it instead.

Several members interjected.

Ms S.E. WALKER: I hear the comments from backbenchers on the left, but I know that this Government will take this very seriously. The Government jibed and jeered and drivelled on about the premium property tax, but it had to back down. This is another issue the Government will have to back down on.

I hope the Government can create a vision for tourism - I do not know if it can; I think it is beyond it - and a plan by which it is proud to promote and market Western Australia. The Government needs to allocate funds to promote WA in Singapore and the United Kingdom, which are our main tourism markets. I hope the Government will not cover up what it is doing and pretend it is not happening. I hope the Government will take notice of the Tourism Council and the hospitality industry and will hold a public forum to address these serious conditions. The problem is that these people want money and support, which they are supposed to receive through the WA Tourism Commission, but through sleight of hand that is not happening. The Government does not have the foresight or the business acumen to understand the effect that will have on the economy of this State. In particular, I hope the views that I expressed today on behalf of people in the industry - there will be many more calls on the Government in the coming months - are taken seriously and that this Government looks at a reform Bill.

MRS C.L. EDWARDES (Kingsley) [5.11 pm]: I will talk once again on the impact of the Government's industrial relations legislation. I ask the Government to consider seriously the impact of its legislation and to act before it is too late, before too many more jobs are lost, before businesses are forced to close and before there is a greater impact on people's futures and their futures are destroyed. During the whole of the debate on the industrial relations legislation the Government seemed oblivious to the problems ahead; the problems it would create. During question time I came to realise that oblivious might not be the correct word. I do not think the Government gets it; it is as simple as that.

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People today do not work from 9.00 am to 5.00 pm, stop for an hour for lunch and 10 minutes for morning and afternoon tea. Those days are long gone. It is the twenty-first century; 2002! Industries today, particularly in the tourism and hospitality sector, work seven days a week. They get their greatest patronage on the weekends and public holidays. The member for Nedlands advised us that the New Norcia Bakery Café will be closed on Monday, the Queen's Birthday public holiday. The owners are waiting for the Minister for Health to turn up, as he always does on a public holiday, so they can say, "Sorry mate, no bacon and eggs today, no croissant, no sourdough bread; go find a place that opens on a public holiday." They will be few and far between because people cannot afford to pay the penalty rates.

Members opposite have consistently said that awards are in place. The Minister for Planning and Infrastructure says she only visits places that pay the award rate. However, the awards are outdated and obsolete. They work on a limited span of hours and they do not provide flexibility for seven-day-a-week industries. Unless a business operates as a family business, it will be employing people after hours and on Saturday, Sunday and public holidays. The Minister for Consumer and Employment Protection could have fixed all the problems he saw in the previous legislation purely by changing the Minimum Conditions of Employment Act, which he did in any event. The minister did not need to take the further steps that he did. The minister created a complicated employer-employee agreement, presumably to replace workplace agreements. The system does not work. We heard today that New Norcia Bakery Café could have continued with workplace agreements for some employees. However, with its turnover of staff, it would have had one group of staff on one set of agreements and one group on another, so it has gone to the award system. If that happens in industries in which the awards are outdated and obsolete there is no flexibility in the span of hours worked. What is the penalty - we are talking about penalty rates - for working Thursday to Sunday? What if that is an employee's ordinary working week? What if employees are happy to work in the evening or on Saturday, Sunday and public holidays because that is the only time they can work? What about students, and single mothers with kids who must rely on family members to look after their kids? What about mothers who want to go back into the workforce who want to work outside normal business hours so their children can be cared for?

The ordinary working week is no longer Monday to Friday, nine to five, and this Government does not get it. It is as simple as that. Members opposite do not get it. The Minister for Consumer and Employment Protection has publicised an award review and has called for submissions. We are waiting to see whether it will facilitate and meet the needs of industry and organisations.

The unions' input into the awards will not change. Award simplification has not changed the way in which awards meet the needs of industries and organisations. The awards will not meet the needs of industries such as the tourism and hospitality industries. The Opposition has been warning of the dangers of the impact of this legislation for many months now. We predicted that the hospitality and tourism industries would feel the impact first because they operate after hours. Those industries do not operate from nine to five, Monday to Friday. The member for Nedlands quoted some of the statistics. In the past 12 months alone this sector has felt the impact of 11 September, the Ansett collapse, the public liability insurance crisis and the general trend for people to work longer hours - that comes into both sides of the argument - and people taking fewer holidays.

I was asked a few weeks ago whether I supported Labour Day being changed to the first day in May instead of being the first Monday in March. The Government said that the unions wanted the public holiday on May Day. How will that affect the tourism sector? It will take away a long weekend in March and add it into the school holidays. The tourism sector would not get any benefit from changing the Labour Day public holiday. In deciding whether it will support the unions on this, I wonder whether the Government thought about the impact on jobs and on the tourism sector. I would bet my bottom dollar it did not. The unions may want the Labour Day holiday on 1 May, but the Government has got to look at where the jobs are.

In the past 12 months the full-time unemployment rate of teenagers averaged 21.6 per cent. I have the breakdowns for this State: central metropolitan, 24.9 per cent; east metropolitan, 30 per cent; north metropolitan, 22.4 per cent; south west metropolitan, 27.3 per cent; south east metropolitan, 30.4 per cent; and lower west of Western Australia - the area which was impacted upon by this Government's logging decision - 16.6 per cent. Tourism was supposed to help the timber towns. However, all these other government decisions are starting to detract from tourism ever being a lead industry in this State to provide jobs in the south west. The tourism industry provides an enormous number of jobs in this State, and it has a flow-on effect.

I will talk about a particular restaurant. We have school holidays coming up in the next few weeks. Several members of the hospitality industry in the Busselton-Dunsborough area are already looking at staffing levels - from chalets to bed and breakfast accommodation to motels. That is because the labour relations decision is pricing them out of the market. Those businesses have been telling me that in the peak holiday period they will

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have no option but to retain staff just to get through. However, when they examine their books in the first quarter of next year, they will discover that, despite their best endeavours, they have gone backwards. I ask the Minister for Consumer and Employment Protection how many businesses he expects to fold as a consequence of his legislation. What does he accept as the figure for teenage unemployment for the future? That will be the big impact of his legislation. The impact of penalty rates will be significant, especially on those businesses that rely on being open at times when others are closed. This Government does not have any understanding of what is going on in the real world.

I will tell the House about a restaurant called Jumpin J's. The member for Bunbury might be interested in this. Jumpin J's is one of the most successful restaurants in Bunbury and has won a number of awards.

Mr D.F. Barron-Sullivan: I can thoroughly recommend it.

Mrs C.L. EDWARDES: Excellent. Until the Government's new legislation came into effect, Jumpin J's had been operating seven days a week from 8.00 am until late. What has happened since? It has been forced to rethink its operation, and, on a trial basis, the restaurant now shuts on Sunday afternoons. Goodness me, is Bunbury a tourism destination? What amount of work has the City of Bunbury been doing in that area? It wants to make Bunbury a tourism destination. Jumpin J's, an award-winning restaurant, will now close on Sunday afternoons, close completely on Mondays, including public holidays, and operate on reduced hours on every other day. In total, its hours of operation have been reduced by 23 per cent, and that has had a corresponding impact on staff. The hours of most staff have been reduced, and two young people have lost their jobs. We have heard that youth unemployment in the south west region is running at 16.6 per cent. I do not have the specific Bunbury figures, but I am sure that the member for Bunbury would like to know what the impact has been. Two young people have lost their jobs, and I inform the member for Bunbury that that is not humorous. Those people are casualties of this Government's subservience to the union movement, which is what the labour relations legislation was all about. That example could be multiplied, not only along the coastal strip but also in the Perth metropolitan area, in Fremantle, in the south west and in the Swan Valley, just for starters. The numbers may change but the impact will not. In fact, it will be a cumulative impact.

What is the minister's advice to people? This Government has made no secret of the fact that it supports collective bargaining arrangements. I have been told by some industry people that when they are confused about what they should do, they ring the department. Do members know what they are told? They are told to sit down with the union. That is what employers are being told by this Government. When industry people ring and ask where they should go and what they should do, public servants tell them that they should sit down with the union.

I will tell the House about another business in the Busselton tourism area; that is, the Nautical Lady Entertainment World. It has been in operation for something like 20 years, so it must have been doing something right for a long time. It employs about 22 staff in the peak season, all on a casual basis. Similar to many other tourism and hospitality businesses throughout the State, it needs a good return in the peak season to carry it through the leaner times. When that peak season buffer is taken away, that business will immediately face an uncertain future. This Government does not get it. It does not understand that its legislation will have an impact on unemployment, particularly unemployment of women and our youth. The Government cannot be happy that the trend in this State is towards rising unemployment. The liquefied natural gas project will not matter two hoots, because the people in the hospitality and tourism sector will not get jobs with the LNG project or in the service industries that will support it. The Government can support the resource sector in Western Australia all it wants, but if it does not support the other sectors, particularly the tourism and hospitality sector, jobs will not be available. People will lose their jobs and they will not be able to obtain other employment.

I remember when youth unemployment rose to 34.5 per cent. Do members know what it means to young people when they cannot get a job, particularly for several years? After a couple of years, they lose confidence in themselves and their ability to seek a job. Is that what this State will go back to? I say "go back to" because this legislation takes us back to not only the 1980s but also the 1950s. Everybody with whom I talk says that Western Australia now has the worst industrial relations legislation in Australia - it is even worse than that in New Zealand - in terms of providing flexibility and fairness to employees. The Government has taken out advertisements that state that the labour relations legislation is fairer to all. The minister should tell that to people who have lost their jobs and to businesses that are going under. Some businesses have spent thousands of dollars to build up the industry, but because of the legislation that this Government introduced they will go under.

The tourism sector's net profit margin nationwide is currently running at a meagre 1.5 per cent. Where will the businesses in that sector get the money to pay the extra penalty rates? Members on the other side say, "They

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should pay the award rates. However, the award rates are outdated and do not meet the needs of industry; therefore, we will review the awards." What a lengthy process that will be. How many people will lose their jobs before that process is completed? Even then, I still do not believe that the needs of employers and employees will be met. How many businesses will close before that process is completed, and how many people will become so disenchanted that the level of investment in the industry will drop? Some businesses have said that they started with three staff 10 years ago and now employ more than 30. They are not thinking about growing their business any more; yet they say that they could grow their business. That is the stultifying effect of this legislation. Some businesses will close and others will reduce their hours by opening later and closing earlier. They will put on a surcharge on weekends and public holidays. The consumer will also lose at every step of the way. Surcharges will be applied to the cost of services, or the cost of products will increase. Therefore, there will not be any positive impact from this legislation. It will all be negative. Why? It is because this legislation targeted the union movement. It put the union movement back in charge. It was written and supported by the union movement, and the Government just fell into line.

I do not know of many pieces of controversial legislation to which there has not been one amendment. Even a simple amendment about the signing of documents for an employer-employee agreement by the guardian of a person under the age of 18 years, which makes a lot of sense, was not accepted by this Government because it had blinkers on. Its attitude was, "We have this legislation that the unions support, and we will get it through both Chambers with no amendments, because we will not negotiate at all." The Government never listened to anybody in the community. The two young men from the New Norcia Bakery Café and café went to their local representatives, and those representatives did not represent their views in this House or to the Government of the day. The Government is not listening. It will be responsible for businesses closing and for people losing their jobs.

MR C.J. BARNETT (Cottesloe - Leader of the Opposition) [5.30 pm]: I will speak very briefly because I know that a number of members wish to speak on this motion. In particular, I would like to hear from the Minister for Tourism; indeed, the tourism industry would like to hear from the Minister for Tourism. When a minister is representing a segment of industry, the minister's job is to be an advocate and champion for that industry. The tourism industry does not have a champion or advocate in this Minister for Tourism. This is a critical issue. The Minister for Tourism could do nothing about September 11 and he could not do a lot about the collapse of Ansett, although he was slow on that issue, but he could do something about this issue.

As the member for Kingsley said, lifestyles have changed in the twenty-first century. They have been changing for some time. People like to enjoy themselves and recreate and indulge in leisure activities on weekends. Working patterns have changed. There is no longer the phobia about 9 to 5, Monday to Friday; people live far more flexible lives in both working and recreational activities. The composition and demographics of the work force are quite different. Whole groups of people want for various reasons to work on weekends or at night. It is a different world, so flexibility is absolutely essential. Nowhere is that more apparent than in the tourism and hospitality industry. It is an after hours, weekend, holiday-type industry. It must cater for people when they want to relax, socialise and recreate in whatever form that might take. The industry must cater for people's recreational needs. Its employees must be flexible and work when most of us want to play; they allow it to happen. However, the approach of this legislation prevents that.

The hotel industry as a whole is possibly the largest employer in this State of part-time and casual employees. Who are they? Probably 80 per cent of the employees in the hotel industry fit in the category of part-time and casual. Within that category the largest single group, I am advised, comprises single mothers. When this legislation comes into being, who will lose jobs? They will probably be two prime groups. They will be students who can probably work only on nights or on weekends. The numbers of those jobs will be reduced and many students will lose the income that they need to support their studies. The other group that will sadly miss out will be single mothers. They are a very large demographic group working in the hotel and hospitality industry. Why are they affected? Single mothers so often can work only on weekends when presumably the grandmother or grandfather can help look after the kids. They will now be precluded from that opportunity. The Labor Party that puts itself forward as looking after the underprivileged and strugglers in the community does not give a damn about students working part-time and does not give a damn about the fact that it is limiting the employment opportunities of single mothers in particular.

The member for Kingsley and the member for Nedlands have talked about New Norcia Bakery Café. They have explained very clearly what is happening to the bakeries. I do not need to add to that other than to ask, where is the member for Perth? The bakeries that the three of us visited this morning are in the electorate of the member for Perth. He had visited the bakeries, and the partners in the venture made the point to him as their local elected

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representative that they needed some help. They even put in an open letter. They got no help from their representative. He is not even in this Chamber today.

The bakeries are an outstanding example of entrepreneurial skills, of a regional based business that developed a product, won awards and international recognition, and had its product carried on Qantas first and business classes around the world. That is a fantastic achievement, yet, as the member for Kingsley and the member for Nedlands said, this Monday for the first time the business will not be opening. What does that mean? Labor members laugh because they think it is funny. It means that six young people, probably students, would have been employed at about \$15 an hour to work through the coming Monday public holiday. They would have taken home about \$120 for the day's work. On Monday, the bakeries will not be open and six students will not be taking home \$120 because there will be no job for any of those kids in that business in the member for Perth's electorate. That is what it is all about.

There will be hundreds, if not thousands of examples of businesses cutting back hours and cutting back the number of employees. I have friends in the hotel industry. They have been telling me for several months that as people leave, they are not replacing casual and part-time employees. A hotel is probably a larger and more sophisticated business. However, in the smaller suburban corner-businesses and country town businesses, the impact of this is only just starting to dawn. This legislation will discriminate against labour intensive industries, in particular hospitality and tourism industries. It will discriminate against part-time and casual employees; in other words, students and single mothers will be the two groups most affected by this Labor Party that used to care about working people but could not give a damn about them any more.

MR D.F. BARRON-SULLIVAN (Mitchell - Deputy Leader of the Opposition) [5.35 pm]: I want to turn to the human face of this whole debate. In doing so, I will take members on a trip to what I think everyone would agree is one of the most beautiful parts of the State - that is, Albany. Many members of this Chamber would be familiar with the beachside cafe at Middleton Beach, Albany, which is run by a charming couple, Jack and Colleen Woodhams. Jack is a former shearer. He is also a former next door neighbour of the member for Albany, so I am hoping that the member for Albany will support him and will support this motion today, because Jack Woodhams, his wife and all his staff support the motion.

I digress. The beachside cafe is a very successful tourism facility. It also provides a very valuable service for people living in Albany and the great southern area. I believe that many locals see it as a bit of an icon. It is a very successful business that currently employs about 30 full-time and part-time workers. Earlier this year, the Woodhams started to get a bit concerned about what their options might be once the Labor Party's legislation took effect. They started making inquiries and doing their homework. They looked at all the options, especially that of putting their staff onto award conditions. They found they had some problems. Because of the nature of the working hours of the beachside cafe, they found that the award system in particular stripped them of the flexibility that had helped make the business so successful. In fact, when they did their homework, they found that if they complied with the very rigid and outdated award structure, it would strip the business of its flexibility and they would most likely have to introduce surcharges on products, meals and so on after hours and at weekends and long weekends. They would also probably have to let go about one-third of their staff; that is, about 10 people would have to lose their jobs because of the introduction of the Labor Party's legislation. They were contemplating closing the beachside cafe on particular weekends, public holidays or whenever to reduce costs.

Mr P.B. Watson: Tell them the truth.

Mr D.F. BARRON-SULLIVAN: Mr and Mrs Woodhams visited Parliament today to give us an up-to-date briefing. My notes are a direct result of what they said and what they have been telling the media in the member's town today.

Mr P.B. Watson: You are stretching the truth.

Mr D.F. BARRON-SULLIVAN: Not at all. I will send the Woodhams the *Hansard*, and the member can hear what they say in response to that.

They determined that the new arrangements would not be suitable for their business; indeed, it is quite clear from what has been said tonight and from members' understanding of what is going on in the hospitality industry, that if ever there was an area of small business that would suffer under the Labor Party's legislation, it is the tourism and hospitality industry. What did the Woodhams do? They wondered if there were any options. They had a look at the system of agency contracting. The agency contracting system is quite interesting. It grew out of a system of contract labour hire that was developed some time ago in Victoria by an organisation called

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Troubleshooters Available. I am sure a number of members in the Chamber would be aware of the debate on the building industry.

The ACTING SPEAKER (Mr P.W. Andrews): Members! A motion like this obviously draws considerable debate, which is what this place is for. Certainly the Deputy Leader of the Opposition spoke to the member for Albany and drew him into that interjection, but when it reaches the point at which I cannot hear the Deputy Leader of the Opposition or the member for Albany, I must stop the debate and start it all over again. Cross-chamber conversations do not help that. I am certainly not trying to prevent a robust debate, but I need to hear it.

Mr D.F. BARRON-SULLIVAN: Thank you, Mr Acting Speaker. I am sure we will all welcome the member for Albany's comments at a later stage. Troubleshooters Available pioneered a contracting system in the building industry in Victoria. This stemmed from about the 1970s. That system developed and ultimately became the subject of confrontation with the union movement. The business that was promoting this contracting arrangement went to the Federal Court to take action against the building unions. The Federal Court subsequently determined that this contracting arrangement was totally lawful. Indeed, as a number of members would be aware, the matter has even gone to the High Court, which made the same determination. I hasten to add that this matter has been considered by the Full Bench of the Australian Industrial Relations Commission, the Queensland Industrial Relations Commission and the New South Wales Industrial Relations Commission. All have determined that the contractors supplied by agencies using this system are bona fide contractors - they are not employees - and that this whole arrangement is totally aboveboard and legal.

That is a bit of the legal background to this contracting arrangement, but how does it work and what is it? In a nutshell, instead of a small business employing staff, under this system the business goes to an agency which contracts the staff and provides a contract arrangement with the small business. Workers taken on in this way are all bona fide independent contractors. They are outside the jurisdiction of the industrial relations system. They are fully recognised by the Australian Taxation Office, they are not required to obtain an Australian business number or charge goods and services tax, and they are not bound by the alienation of personal services taxation requirement rules. It is a completely legitimate, well-functioning arrangement. It means a great deal more for the business concerned. It enables the business to have these workers on board and to enjoy the same sort of flexibility, one could say, that they used to have under workplace agreements. From the workers' point of view -

Mr J.J.M. Bowler: Do they get the same wages?

Mr D.F. BARRON-SULLIVAN: No, they do not get the same wages. Gosh! They get higher wages.

Mr P.B. Watson: Do they get holidays?

Mr D.F. BARRON-SULLIVAN: They get paid more than the equivalent holidays.

Mr P.B. Watson: Do they get long service leave and superannuation?

Mr D.F. BARRON-SULLIVAN: They get more than the equivalent of long service leave.

Mr P.B. Watson: I am asking whether they get holidays.

Mr D.F. BARRON-SULLIVAN: I will touch on that point in a minute. The business considered this option and decided that it looked quite exciting, so it went down that path. Of its 30 staff, 29 voluntarily said that they wanted to go to that system. To this day a part-time employee has decided to stay on the award. That shows choice. The employees do not have to go onto the system. Twenty-nine employees went to this system voluntarily. This system has provided that business with flexibility, far fewer hassles and so on. The workers are better off. Members should not take my word for that; they can take the word of the teenagers and adults who work there and who have provided a number of letters so that people like me are aware that they went into this arrangement of their own accord and are better off. One letter states -

I am happy and will continue my employment at Beachside.

Another letter states -

I was very apprehensive about changing to Contracting Solutions, as I had not heard of them before, but when we had a meeting with the reps for Contracting Solutions, they explained everything very well and we all had the option of joining them or staying the way we were.

Since we have been with Contracting Solutions. We have been put on a higher rate of pay in conjunction with what level we are classed at. And we also now have income protection insurance, also we are covered for public and products liability insurance as well as having regular tax and superannuation taken out weekly,

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. . .

I can not see how any business changing their work practice to Contracting Solutions will be doing it at a loss for themselves as well as their workers.

I could go through a number of letters from the staff, which all say the same thing, such as -

In the last three months I have been working for Contracting Solutions. I have found it perfectly alright and I am quite happy to be working for them

Another employee wrote -

Overall I am very happy with the system and with what I have benefited from WorkWise Solutions.

A further letter states -

The biggest reward of all is that I now get paid a whole lot more!

Another letter states -

I am very happy with this decision.

Another employee wrote -

. . . if anything I now have more choices about how I wish to manage my income.

Mr P.B. Watson: Will you take an interjection?

Mr D.F. BARRON-SULLIVAN: The importance of those letters will hit the member for Albany in a moment. He will have plenty of time to speak later; my time is fairly limited. This is a situation in which everyone wins. The business and the workers both win. The State also wins. The agency that takes on these workers as contractors pools those contractors and pays the equivalent amount of payroll tax to the State Government. Even the state coffers benefit.

One must wonder, when everyone is so happy, why a trade union would suddenly become involved and try to mess it all up. That is exactly what happened. Earlier this year, an orientation session was held for workers over two days, at which the workers were provided with contract guides and packages. Two evenings were made available so that all junior workers could bring along their parents or legal guardians to go through it. This is very important, because members on the other side often criticise workplace agreements as being detrimental to young people. This system safeguarded young people in this way. All workers were encouraged to use this time to deal with any concerns or questions they had or to seek further information so that they could make an informed decision. A week later, the first workers who wanted to sign up arrived at the Beachside Cafe at about 10.30 in the morning. Shortly afterwards, they were followed by some trade union officials from the Australian Liquor, Hospitality and Miscellaneous Workers Union. The two union representatives arrived at the business and proceeded to harass customers who were arriving at the Beachside Cafe. The two union representatives walked through the main entrance of the cafe and then through the alfresco seating area where they interrupted customers at the tables by handing out leaflets, which displayed incorrect and defamatory information that implied that the proprietors were behaving unlawfully. They made verbal comments to the customers that the proprietors of the cafe were ripping off the workers. This is the union that a number of members on that side of the House come from and represent.

Ms S.E. Walker: Thugs.

Mr D.F. BARRON-SULLIVAN: The member for Nedlands is right; they are utter thugs. It demonstrates total union thuggery. The union representatives were asked to leave the premises; they were trespassing. They reluctantly left, but they continued to harass customers on the sidewalk leading to the restaurant; they would not give up. Eventually, the harassment by one of the union officials got to the stage of putting people off going to that cafe. How is that beneficial to the workers? The union representatives were reducing the work opportunities of those employees by harming the business at which they were working. It seems that a certain union official by the name of Mr Dave Kelly then spoke to someone at the agency and clearly indicated that he would vigorously fight to stop this system being used where and when he could. That is the truth of the matter.

The trade union movement does not want this alternative system to be implemented by a number of small businesses. The process got even worse. A short time later, Colleen Woodhams, one of the proprietors of the Beachside Cafe, received a telephone call from Mr Greg Linnell of the Albany office of the Department of Consumer and Employment Protection who said that he would be there in five minutes with a senior investigations officer from Perth, and that they would be conducting further investigations with both the business and the contractors. Mr Linnell and a Mr Joseph Lee, a senior investigations officer for the building industry and

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special projects inspectorate, arrived at the Beachside Cafe. There was a meeting between Mr and Mrs Woodhams and the two government officers. It was very intimidating for the couple. They were subjected to some pretty intimidating threats. Mr Lee advised the Woodhams that the department required all the personal telephone numbers and addresses of their contractors. Mr Woodhams was careful to indicate to the government officers that, under the Privacy Act, he could not provide these details because, after all, they were contractors. He suggested that the government officers should contact the agency that took on the contractors if they wanted more information. Mr Lee then advised Mr Woodhams that if he did not give him the names and numbers, he would fine him, to which Mr Woodhams responded, "On what grounds will you be fining me?" Mr Lee then indicated that he would seek the assistance of the local police, and Mr Woodhams invited him to do so. It was pointed out to the government officers that the clients felt harassed and discriminated against, and they were asked whether any other industry or client was being approached about the system. This is important, because Mr Lee, a senior investigating officer, had come all the way from Perth. This was the only business in the whole area that he was investigating. No other industry or business was being investigated. It smacks of collusion between a thuggery-based union and a government department. However, it gets even more interesting. I would like the minister to investigate this incident, because I am led to believe that Mr Lee indicated that he was acting under directions from the director, who just happens to be a former trade union representative. I would like the minister to investigate this matter and find out why this business was harassed in this way and why one of his officers from Perth went down to Albany. Why did they go at lunchtime?

Mr E.S. Ripper: What a disgraceful attack on public servants!

Mr D.F. BARRON-SULLIVAN: Yes, I will attack the minister over this issue as much as I can. I want accountability, Acting Premier.

Mr E.S. Ripper: You have just attacked public servants.

Mr D.F. BARRON-SULLIVAN: I suggest that the Acting Premier listen to this. Those officers went to this restaurant at lunchtime and disrupted trade, and guess what? The senior investigating officer had no identification.

Mr E.S. Ripper interjected.

Mr D.F. BARRON-SULLIVAN: I am saying that the senior investigating officer came down to Albany, hot on the heels of some thuggish action by the trade union movement, and had no identification. There was no allegation of wrongdoing. It was clearly a targeted investigation. This smacks of collusion between the union movement and someone in government. I ask the minister whether someone telephoned him or his office, or did someone ring the director in the area? Why did Mr Lee go down to Albany and say to someone that he was acting on the director's orders? Why were there no specific allegations for him to investigate? Why have no charges been laid?

Mr J.C. Kobelke: Until you mentioned it, I did not know of it.

Mr D.F. BARRON-SULLIVAN: That is the beauty of Parliament, because now the minister knows. I would be delighted if he made a statement in Parliament tomorrow morning explaining the situation.

Mr J.C. Kobelke: I will have the matter investigated thoroughly.

Mr D.F. BARRON-SULLIVAN: This is the sort of nonsense that the union handed out in Albany. People at the Beachside Cafe were warned not to sign anything and to beware of independent contracts. It was all a load of hogwash. I will give members a few examples. The union asserted that there was no annual leave, no sick leave, no rostered days off and so on. However, as independent contractors, the workers receive an additional 20 per cent in lieu of those benefits. The union told them that they would have to arrange their own superannuation. What it did not tell them is that an additional nine per cent is added to the workers' rates. It is the workers' choice what to do with the additional payment. In fact, the agency that does the contracting sends the workers' contributions, on their request, to any superannuation fund of their choice. The union even said that it was not clear whether they were covered for workers compensation. Guess what? Not only does the agency have workers compensation insurance for all the workers operating under its system in the State, but also it organises sickness and accident insurance 24 hours a day, seven days a week and public and property liability for up to \$10 million per claim.

Mrs C.L. Edwardes: So the union was telling porkies.

Mr D.F. BARRON-SULLIVAN: The union was telling porkies. These workers are far better off in that respect than they ever could be under the award. The award does not provide for insurance if workers have a holiday in Broome, but this arrangement does. The contractors' rates have been equally increased to cover the cost of this

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insurance, which means that the payment is claimable as a tax deduction for the worker. It is not a bad wicket they are on. All up, this is a win-win situation; the workers and the business owners are happy. Of course, the union is not. One must ask why. Clearly, this takes those workers outside the jurisdiction of the industrial relations system. The unions cannot go in there and hook them up as members. The unions do not have an automatic right of entry and so on. This is what is happening around the State now.

[Leave granted for the member's time to be extended.]

Mr D.F. BARRON-SULLIVAN: I pay homage to Jack and Colleen Woodhams because they have had the guts and the nerve to go public on this matter. In travelling around the State, members of the Opposition have spoken to a number of businesspeople who are terrified about what is happening at the moment. Some of them are being intimidated by trade unions and some are getting absolutely inaccurate and misleading advice from the minister's department, but they are frightened to say anything about it. They are frightened of the consequences. I take my hat off to these two small business proprietors for helping us to reveal exactly what is going on and to demonstrate the human side of what is happening with the Government's legislation and how it is hurting people in small business.

I strongly support the motion moved by the member for Nedlands. The idea of a forum for people in this industry is very important.

Mr J.C. Kobelke: Are you willing to provide copies of the documents you have quoted from?

Mr D.F. BARRON-SULLIVAN: Yes. I cannot give the minister all the documentation. Obviously, that is up to the businesspeople. However, if the minister agrees to hold an independent investigation into this matter, I will talk to both the businesspeople and the contracting agency and implore them to cooperate and provide all documentation. However, it must be an independent investigation. We do not want it to be conducted by the director who ordered this ruthless, jackbooted investigation. If the minister does that on a bona fide basis and with genuine intent, I will do my best to get everyone to cooperate, because we want the matter investigated.

Mr J.C. Kobelke: If you are not willing to give me the facts, I will assume that you are not telling the truth, as usual. If you are telling the truth, give me the facts and I will pursue it. That is my challenge to you.

Mr D.F. BARRON-SULLIVAN: I have just said that I am happy to give the minister the facts.

Mr J.C. Kobelke: Forget all the nonsense that you have gone on with now.

Mr D.F. BARRON-SULLIVAN: If the minister asks the person who will pursue the matter - whether it be someone in the minister's office or an independent investigator - to contact me, I will give that person the facts. I make that commitment to the minister.

Mr J.C. Kobelke: If you give me the facts, I will have the matter investigated.

Mr D.F. BARRON-SULLIVAN: I will provide all the facts that are needed to investigate the matter.

Mr E.S. Ripper: Give him the documents and he will investigate it.

Mr D.F. BARRON-SULLIVAN: The minister will not investigate himself. We know how the system operates.

Mr E.S. Ripper: Put up or shut up.

Mr D.F. BARRON-SULLIVAN: These businesspeople and I do not want the same people who have been involved in this thuggery, and who may have been involved in collusion with the union, to end up conducting a phoney investigation. That is why we need to know who will do the investigation. I will cooperate 1 000 per cent.

I completely support the motion of the member for Nedlands. The idea of a forum is a tremendous initiative. It is a very positive idea. Hopefully, it will help government members understand exactly what are the impacts of this legislation. In the meantime, I ask members opposite, particularly the member for Albany, to whom I referred earlier, to support this initiative. It is a positive idea. I am sure the member for Bunbury has been to Jumpin J's. I am sure he knows the other cafe and restaurant owners who are absolutely terrified about what the Government's legislation is doing to their businesses. In fact, the member for Bunbury and I recently attended a seminar conducted by the department. I have never seen someone shoot out of a room as quickly as the member did after the seminar when he realised how upset the small business people in that room were. I think he could have set an Olympic record. In all sincerity, I urge the member for Albany to support his constituents, their staff and the local community. The tourism season in the member's electorate starts next week. The coming school holidays will be a busy time for Albany and the great southern area. The member knows that other restaurants in Albany are looking at winding back their hours. The member for Albany should not shake his head. I know the

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opposite. They are looking at reducing hours. One cafe is considering putting a surcharge on cappuccinos and so on.

An opposition member interjected.

Mr D.F. BARRON-SULLIVAN: As the member said, they start later and close earlier. I ask the member for Albany to support this motion and to do something for his local community. I say the same thing to the member for Bunbury. He needs to get behind his community and support this motion.

MR C.M. BROWN (Bassendean - Minister for Tourism) [5.59 pm]: I have listened with considerable interest to a number of comments that have been made and I want to make a few observations. First, in answer to the suggestion about holding a forum with the tourism industry, I meet with the industry all the time. I met with the Tourism Council Western Australia about a month ago. Some time ago I met with the Perth convention bureau, the last time being about a week-and-a-half ago. I am happy to meet with the tourism industry whenever and wherever is required. I do not need a fairly inept resolution of this House to encourage me to meet with the industry because I already do that, and will continue to do so, on a regular basis. Indeed, after my last meeting I had some discussions, through my parliamentary secretary, with the President of the Tourism Council about changing the format of my presentations to its meetings so that we could have more question, answer and debate sessions. I am more than happy to do that.

There is no doubt that the tourism industry has suffered as a result of both the event of September 11 in the USA and, more importantly, the event on 14 September in Australia. Those events had a detrimental impact on the industry, particularly in Western Australia, where we very much rely on air services. The number of international tourists in Western Australia drastically reduced after the September 11 tragedy. After the collapse of Ansett Australia on 14 September many regional tourist destinations in WA were severely hit, simply because there were no air services. Ansett ran most of the air services in some locations around the State and in other locations it ran all of the air services. Those air services ceased with its collapse. There is no question that those two events had a detrimental impact not only on the industry in Western Australia but also throughout the country.

Madam Deputy Speaker, you would know that the federal Minister for Small Business and Tourism, Hon Joe Hockey, issued a media release two to three weeks ago that indicated the very significant impact that those events had had on the tourism industry in Australia and the degree to which that impact had affected intrastate, interstate and international tourism. The point to be made is that both those events had a serious effect on the tourism industry, which was felt, and continues to be felt, across Australia. However, from the federal minister's comments it would appear that some States have suffered a greater impact than others. The figures available indicate that Western Australia has had the fastest climb out of that impact compared with a number of other States. That does not mean that the industry is travelling strongly in Western Australia. In parts of regional Western Australia tourism has been very strong and those parts have recovered strongly; all the information provided to us indicates that that is the case. However, in other parts of the State there is a considerable softness, particularly in the Perth central business district, where yields have been very low. For example, the nightly rate in a five-star hotel in Perth is in the order of 30 to 40 per cent below the normal rate. There is no doubt that a lack of tourists has forced a greater degree of competition on hotels and that that competition has forced down prices, which has softened the yield in the CBD area.

Throughout this period the Tourism Commission has been working with the industry to run promotional campaigns to meet the softness in the market. I have had the privilege of appointing a number of people of considerable talent to the Tourism Commission. The commission's role is to make many of the day-to-day policy decisions on advertising allocations and the like. I will indicate the pedigrees of the members of the commission. The Chairman of the Tourism Commission, whom I had the pleasure of appointing, is Alan Mulgrew. Aviation services are critical to the State and Alan Mulgrew was the General Manager of Perth Airport for 10 years and a former Manager of Sydney Airport for about 10 years. If anyone knows about aviation services and airlines, Alan Mulgrew is the person. He is a highly respected businessman who has a great deal of knowledge. His appointment was very well received. The Deputy Chair of the Tourism Commission is Laurie O'Meara, who for many years was the President of the Tourism Council Western Australia in its former life. He has also been responsible for spearheading significant accreditation of tourism operators and improving standards throughout Australia. The third person I appointed is Michael Monaghan, who is a former President of the Australian Hotels Association. He has a long and distinguished career in hotels and I do not believe too many people could tell Michael Monaghan how to successfully run a hotel business, as he has been very successful in that regard. Another member of the Tourism Commission is Ian Mitchell, who is a senior executive officer in Qantas responsible for inbound tourism. Another member of the Tourism Commission is Sonya Mitchell, who is in charge of a regional airline ensuring the provision of regional air

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transport services. Also on the Tourism Commission is Helen Creed, the President of the Australian Liquor, Hospitality and Miscellaneous Workers Union. Also on the Tourism Commission is Janet Holmes a Court, who needs no introduction to Western Australia. She is a very significant contributor to the commission and has experience in business operations in both the city and regional Western Australia. More recently, at the commission's request, we appointed a commission lawyer. That is a very strong board of the Tourism Commission; it has a great deal of experience in industry and has the respect of the industry. I am disappointed by the comments made today because it was my understanding that the board had the support of the industry, and I would be surprised if that were not true. The purpose of the board of the Tourism Commission is to make policy recommendations and decisions for the broad benefit of the industry. Overall, the board has done a very good job given the nature of the rebuilding exercise that had to take place across the industry.

I am pleased about a number of things. The industry raised issues with me about having a better link with culture and the arts. Those links are being brought to bear through the appointment of Janet Holmes a Court as both a commissioner and the chair of a number of arts organisations, including the Black Swan Theatre Company Ltd; we are, therefore, taking those steps.

Mr J.N. Hyde: And Craftwest.

Mr C.M. BROWN: Yes, and we are doing a range of things. The member for Nedlands visited Singapore and obtained its marketing figures, which she just quoted. My advice from the Western Australian Tourism Commission is that the member for Nedlands has incorrectly interpreted those figures.

Ms S.E. Walker: I do not think so.

Mr C.M. BROWN: The Tourism Commission must be wrong and, of course, the member must be right! However, the point of a Tourism Commission is for the commission to make these types of decisions. It decides where the best markets are -

Ms S.E. Walker interjected.

The DEPUTY SPEAKER: The member for Nedlands should stop injecting in a way that is unparliamentary.

Mr C.M. BROWN: The minister is not there to intervene every second day of the week and to double-check the policy decisions made by the board. If I were to do that, we might as well not have a board. Recently, when I asked the tourism industry whether it wanted a tourism commission and a tourism commission board, the answer was a resounding yes. That board has not been established to do nothing. It is not in place to make decisions that will be overridden by the minister on a day-to-day basis. Certainly, the Government and the minister of the day make a number of strategic decisions but, equally, the board of the Tourism Commission makes other strategic decisions; that is its role under the legislation and it takes that role seriously.

It was said that Tourism Commission officials are being told that the funds are being creamed off to create a slush fund. I will refer that matter to the appropriate authorities for investigation and request that they speak to the member for Nedlands to obtain evidence, because that allegation relates to a form of corruption. I know nothing about any slush fund that has been created, and I am concerned that someone may be hiving off taxpayers' money and putting it into a slush fund of some description to do something that is ill-defined. I am happy to refer that matter to the appropriate authorities for investigation.

Ms S.E. Walker: Who are the appropriate authorities?

Mr C.M. BROWN: If the member for Nedlands cannot work that one out, she will have to review all the legislation in those areas.

Mrs C.L. Edwardes: So you do not know either.

Mr C.M. BROWN: I know very well. Quite frankly, I am amazed that the question was even asked.

There is no question that we have a long way to go to rebuild the industry. However, the signs are encouraging. I refer in particular to the figures released about one month ago by the Westralia Airports Corporation that indicate that international visitor arrivals are above those for the corresponding period last year. Emirates airline is now providing four services a week from Perth. This was a significant initiative taken up by this Government. All reports from the airline indicate that bookings are strong. This morning, I met some significant businesspeople from Kuwait who used the airline and said that it was absolutely packed. Other international airlines are talking about increasing the size of their craft and the number of seats and services coming into Western Australia. Airlines make these decisions not because they want to lose money, but because they see a market developing and the opportunity for them to access the number of people coming into the State. The people running these international airlines are reasonably astute business operators; they know what they are doing, they have been operating for a number of years, they have had to deal with a number of crises, they know

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when they need to pull back seats to particular destinations because of the difficulties in the tourism market in that area, and they know when to offer additional seats. All, bar none, of the international airlines that I have spoken to about this matter have indicated that they are moving to increase either the number of flights or the number of seats. That tells us something. It may well be, as some members of the tourism industry have indicated, that we are seeing a change in the composition of the tourism market; that is, additional arrivals who are visiting friends and relatives, and who do not have the same impact as people using hotel and other types of accommodation. However, for a number of those markets, that has always been a strong component. The United Kingdom is a strong marketplace. The visitor market from the UK has increased, which is encouraging so soon after the events of September 11 and 14. We must be doing something right for the UK market. There is no question that some of the other markets are soft, but I understand there is some good news. People often want to talk it down and look on the bleak side, and I am not saying that everything is rosy. However, there is reason to be optimistic, because trend patterns are improving. I appreciate that some members do not want to hear that, but it is important to know.

With regard to the 10-point plan that is being produced by the Tourism Council Western Australia, I am always happy to make myself available and I have continued to meet with the Tourism Council, for which I have a great deal of time, and particularly the president. Some of the matters on the plan have previously been debated. For example, the 10 marketing regions in the State have been a matter of considerable controversy between the regional tourism associations. Much work has been done in the Tourism Commission with regard to the regional tourism associations, their structure and, particularly, the allocation of funding. This matter was resolved about six or seven months ago, although there is ongoing competition for funding. A further point regarding the 10-point plan is the licensing arrangements with the Department of Conservation and Land Management. I have taken up this matter of the various licensing arrangements with my colleague the Minister for the Environment and Heritage.

The industry has sought a long-term vision for tourism in Western Australia. Given the events of September 11 and 14, the Western Australian Tourism Commission, the board and its staff have put much energy into examining the immediate problems. I think that has been appropriate because, when dealing with the impacts of those two events, we have to focus on the immediate. We do not have the opportunity to focus on the long term. That has been very important. The member for Nedlands said that the \$5 million was allocated in a gingerly fashion. That amount was requested by the industry at the time of the allocation. The Government responded in full to the industry's request. The Tourism Commission has carried out seven major western hemisphere activities that are either completed or under way. Eight tactical campaigns were implemented in Singapore, Malaysia and Hong Kong. As of 30 July 2002, the campaigns had produced more than 8 200 passengers, worth more than \$5.6 million to the tourism industry. The impact of the international crisis campaigns has provided \$8.6 million to the tourism industry.

Other campaigns have been run, including a campaign to overcome the softness of the Perth CBD market - the Perth "pamper" packages. The campaign was developed in response to a request from the Tourism Council, the Australian Hotels Association and Perth hotels to stimulate bookings. A press-led strategy was launched on 27 July 2002, involving 15 industry participants. The campaigns are run by the Tourism Commission not in a manner disconnected from the industry. They are run as joint campaigns with the industry. To suggest that in some way the campaigns are not working or that there is a "disconnection" between what the Tourism Commission is doing and what the industry requires is to misunderstand the position. The campaigns have been run successfully in conjunction with the industry. The Tourism Commission has not been looking out the window wondering what to do with \$5 million. It has talked to the industry, the Tourism Council and other tourism organisations to determine where the funds are best allocated.

Mr J.N. Hyde: Denmark is being promoted at this week's Royal Show as the tourism centrepiece. The promotion has been funded through some of those campaigns.

Mr C.M. BROWN: Yes, that is right. A range of activities is being undertaken, although some people can choose not to see that. Additional funds have been invested in a range of tourism activities outside the tourism budget. Regional development commissions are given discretionary funding. The Government has allocated some funding to them. The commissions can allocate it to projects they see as most important. As the Minister for Tourism, I have been encouraged that regional development commissions have used their funding on a range of tourism-related products to improve services and infrastructure. Apart from the tourism budget, a lot of money is being invested through regional development commissions. The money is not being centrally directed; it is being utilised by the regional development commissions in areas selected by the commissions. People in Perth are not making those decisions; people in the regions are making decisions about allocations. I encourage that because we must have a better connection between the regional development commissions and the Tourism

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Commission. The chief executive officer of the Tourism Commission is looking at placing tourism development officers in the regions to liaise with regional development commissions. All too often in the past there has been a disconnection between industry development through regional development commissions and industry development through tourism. The two are intrinsically intertwined. I am pleased to see that development.

The Labor Party released a very good tourism policy prior to the last election. The policy commitments made were to be implemented over four years. I am pleased to say that a number of the commitments have already been implemented. The Government has been thanked for its efforts by the industry. I could go through the commitments but my colleague the member for Rockingham was the Labor spokesman for tourism before the election and took much of the responsibility for writing the tourism policy. As such, I would like him to indicate where the Government has implemented its policy commitments. The Government has implemented many commitments and it is important to have them on the record. I could do it but it is more appropriate for him to do it as he did such a good job in putting the policy together. As I said earlier, the policy has been commended by the former Speaker of the House. I told him that I was not personally responsible for the policy; that it was due to the member for Rockingham. I am very pleased that public recognition has been given to the policy and the way in which the Government is implementing it.

We continue to support a range of activities that encourage tourism in the State, which this year will include the Federation Internationale de Hockey women's cup final, the Federation Internationale de Natation women's water polo championships, the Telstra rally and the Hopman Cup. Five matches from the rugby world cup will be held in Perth next year, and the clash between England and South Africa will attract a large number of supporters from both sides. The industry is looking forward to a fantastic week of international sport.

Mr C.J. Barnett: The Government has been in office for 18 months. What is its vision for tourism?

Mr C.M. BROWN: We have a range of visions. One is nature-based tourism; that is, ecotourism.

Mrs C.L. Edwardes: We were developing that.

Mr C.M. BROWN: I agree that the idea has been around for a while but this Government is putting much more emphasis on it than did the previous Government. There are lots of tourism opportunities for the State. As the Opposition knows, tourism has multiple sectors: ecotourism, backpackers, the wine industry and so on.

Mr C.J. Barnett: What is your vision?

Mr C.M. BROWN: I have said what it is. It is the intrastate, interstate and international promotion of the natural features and produce of Western Australia as well as conventions and special events.

Mrs C.L. Edwardes: Where do you want to be?

Mr C.M. BROWN: What do you mean? Does the member not understand that this industry cannot be narrowed down to one sector? To do that means we will not succeed.

Mr R.F. Johnson: Do you realise that something like the Hopman Cup, which is run over the weekend and on public holidays, will be under an enormous impost because of the extra money the promoters will have to pay out through this Government's industrial relations system? The ticket prices will go up and the crowds will go down.

Mr C.M. BROWN: I hear the doom-and-gloom merchants on the other side. One would think that the award system comes from the moon; that a sputnik landed and the award system arrived from outer space. We have had the award system for 90 years. In 1992, the then Labor Government listened intently to what the Opposition said and the commitments it made to working people in Western Australia. I know what we heard and members opposite know what they said. I have raised those matters on many occasions in this House since that time.

The tourism industry has experienced a good recovery. I was pleased to see an article in one of the newspapers circulating in the Kimberley region - either the local tourism association or a visitors centre spokesperson - congratulating the Government on allocating additional funds to an area of the State that was devastated after the events of September 11 and 14. That person said that those additional funds had helped put the industry back on the map. I have been very pleased to see that recovery in not only that sector but also a variety of other sectors. However, some members opposite are not keen to acknowledge it. They want to pretend that it did not occur. I know they are disappointed that the Government came to the assistance of the tourism industry. I understand their disappointment. However, the Government made the decision to put in the additional dollars. Other States made a lot of statements about additional dollars. However, it was hard to find what they put in. We not only made statements; we also put in the amount of money that the industry requested.

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International tourist numbers are building; they have not peaked, but the trend is in the right direction. The number of airline seats coming in from the interstate market is not there yet, but the trend is in the right direction. We now have direct Virgin Blue flights from Sydney, Melbourne and Adelaide - not yet from Brisbane, but demand is building. We know from discussions, which we will not divulge today, of other planned services and proposals on the drawing board.

Mr R.F. Johnson: Will you take an interjection?

Mr C.M. BROWN: I want to let my colleague the Minister for Consumer and Employment Protection have an opportunity to speak.

Mr R.F. Johnson: Do you accept that Sorrento Quay-Hillarys marina is one of the top three tourist attractions in Western Australia?

Mr C.M. BROWN: What is the member's interjection?

Mr R.F. Johnson: I wanted the minister to respond and say that it is. However, it is a fact. Is the minister aware that the restaurants at Hillarys marina are talking about putting a surcharge on every meal they serve on weekends and public holidays, and even in the evenings. If people want a meal in the evening at Hillarys marina, the restaurants there will charge their patrons a surcharge because of the Government's industrial relations policy. Does the minister think that will be good for tourism?

Mr C.M. BROWN: Obviously restaurants decide what prices they will charge. I have an excellent restaurant near my place to which I go. I have spoken to the proprietor.

Mr R.F. Johnson: Hillarys marina is a tourist attraction.

Mr C.M. BROWN: This is in the Swan Valley; it is a tourist attraction. It is a five-star restaurant. I have spoken to the proprietors about their employment arrangements, and they will not have a problem. As in a range of other areas, people will adjust. People adjust to other things and they will adjust their business arrangements, pricing arrangements or whatever.

Let us consider the issue of affordability of Western Australian holidays vis-a-vis a range of other destinations around the world.

Mr R.F. Johnson: It is very expensive. It is cheaper to go to Bali.

Mr C.M. BROWN: I challenge the member for Hillarys to go to London to see if he can -

Several members interjected.

The DEPUTY SPEAKER: Order!

Mr C.M. BROWN: I challenge the member for Hillarys to compare the prices in Perth with the prices in London and elsewhere in the United Kingdom, in Singapore - I go there a lot and I know the rates of the various hotel classes - and in interstate capitals, particularly Sydney and Melbourne. I challenge the member to go to rural and regional Western Australia and see the competitive prices in those areas compared with elsewhere. He will find that we have very sharp prices in comparison with other destinations around the world. There is no question about that.

Mr R.F. Johnson: It is because of the weakness of our dollar.

Mr C.M. BROWN: The exchange rate does have something to do with it. However, in Singapore where the Australian dollar is stronger than the Singapore dollar, we still have that competitive price advantage. It is no good the member for Hillarys shaking his head; he should go there and see. I have been there many times, and I can tell the member that there is no price advantage in Singapore. If the member wants a competitively priced holiday, he will holiday in Perth, the south west or the north west. I can tell the member where he should not go - Sydney, Melbourne, Singapore, certainly not Europe and nowhere in the United States because it is simply uncompetitive. A Western Australian holiday is very competitive. Any member who wants to can get the index out and look at our competitive position.

Mr R.F. Johnson: Not any more.

Mr C.M. BROWN: The member is wrong. We are too competitive at the moment because the yield rate is way down. In fact, even if the yield rate went up - as it should, and I hope it does - for four and five-star hotels, we are still in a competitive position by comparison with other destinations. There has been a recovery in the tourism industry. No, we are not back to the strength that we would like across the State. Yes, there are soft spots. Are the trends going in the right direction in terms of international seats coming into Western Australia?

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The answer is yes. Are they going in the right direction in terms of interstate seats coming into Western Australia? The answer is yes. Is domestic tourism growing in Western Australia? The answer is yes. Is it strong enough? The answer is no. Should we be doing more? The answer is yes. Will we be doing more? The answer is yes. Will the Government continue to work with the tourism industry to further strengthen it and ensure that businesses and those employed in them have jobs for the future? The answer is yes.

MR J.C. KOBELKE (Nollamara - Minister for Consumer and Employment Protection) [6.38 pm]: The Minister for Tourism has outlined some of the challenges he is facing and addressing quite well. I need to comment on the industrial relations aspect of the motion. It is clear that the Opposition cannot get out of the gloom-and-doom rut to address the substantial issues. The overstatement, the total gloom-and-doom attitude, from opposition members means that they totally fail to address the issues that need to be fixed. All members opposite want to do is talk down the State. They cannot stand the facts that they are in opposition and this State is going ahead under a good Government. Therefore, it is all gloom and doom and misrepresentation of the facts by trying to show that the situation is totally abysmal, when so many good things are happening. For example, today there was an announcement about the second budget surplus. The State is experiencing economic growth at a rate of six per cent. Western Australia is definitely moving ahead. There are a lot of good things happening but we must tackle the problems that exist. The Opposition does not understand this. It has tried to scare small business. It has circulated a false story in order to scare small business, rather than tried to help it address the real challenges. It was the Liberal Party that inflicted the goods and services tax on small business, an imposition that small business is still trying to come to terms with. Members opposite sound remarkably like the Construction, Forestry, Mining and Energy Union officials who were outside Parliament House yesterday. The behaviour of members opposite is very similar to that of the union officials. Perhaps I have been somewhat unfair to the CFMEU officials in saying that. The Opposition continues to rant and rave about the gloom and doom. It cannot address the real issues. The fact is that the industrial changes brought in by the Government pose a challenge for certain sectors of industry, and the Government is seeking to work with those sectors. However, the Opposition seeks only to misrepresent and scare such industries; it does not want to help those sectors that are experiencing challenges. That is what the Opposition is about. I will provide a classic example.

The Leader of the Opposition stated that there were too many people working in a part-time or casual capacity. He cited the women who work in hotels and all the things that are likely to happen to them. The Leader of the Opposition's total ignorance is reflected by the fact that most hotels belong to the Australian Hotels Association. The AHA and its members use awards and enterprise bargaining agreements. They do not use workplace agreements. The Leader of the Opposition is ignorant of the fact that the AHA does not have a problem with the Government's legislative changes. If he questions what I have said, he should talk to the AHA himself. The use of workplace agreements in hotels that are members of the AHA has been quite minimal. There is no major problem at all. However, the Leader of the Opposition made that statement in the Chamber tonight. That is how wrong the Opposition is. The Opposition is simply about scaring small business, because, when it was in government, there were no standards in employment conditions. There were no standards at all; therefore, when the Labor Party won government and set about establishing standards that would protect people, the Opposition was shown up. It decided to use a scare campaign, to mislead people and say absolutely anything to hide the fact that there were no standards in employment conditions when it was in government. I will give an example. Earlier tonight, the Leader of the Opposition was nasty and made untrue comments. During his contribution to the debate he referred to the closure of a cafe on Monday. He said to government members that we could laugh even though there was no laughter and even though no government member had made an interjection. It was a totally false and nasty comment, the likes of which he continually made in his speech.

Mr P.B. Watson: Since our legislation came into effect, are women better off?

Mr J.C. KOBELKE: Women are decidedly better off. As was stated in the report, women in Western Australia were, on average, more than \$20 a week worse off because of the Opposition's industrial relations policy. This was stated in the Opposition's own report. Consequently, the Opposition has had to make a lot of noise and tell people things that are not true because it has much to hide. The member for Kingsley said that people want to work flexible hours. A certain percentage want to work flexible hours, but a certain percentage do not. Surveys conducted by the Australian Bureau of Statistics have revealed that a large number of people in casual and part-time employment would like to have full-time and permanent jobs. However, they cannot get them because the system the Opposition left behind drove more and more people into casual employment, whether or not they wanted casual employment. The member for Kingsley made the classic comment that the odd hours worked by people means that they no longer have tea-breaks. She forgot her close colleague and friend Hon Norman Moore, who denies he has a tea-break and suggests that all workers should have a tea-break. The member for Kingsley stated that there should be no tea-breaks, which indicates that the Opposition believes that there should

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be no decent standards or conditions of employment. That is what the Opposition put in place when it was in government, and that is what this Government is fixing.

Some people want casual work because it suits them to work on weekends. However, they are a small minority. We do not want a system that breaks up families by forcing people to work extended hours and on weekends. Such a decision should be left to employees - it should be their choice. The Government does not want a system in which people are forced to work that way. That is what the Opposition is talking about. Clearly, it does not want a system that is family friendly.

The Deputy Leader of the Opposition raised the issue of contract arrangements, which is a problematic area. I hope he will provide me with the details of his complaints so that I can have them looked into. Time after time the Deputy Leader of the Opposition makes statements in the House that are not true. Therefore, on face value, one does not expect his over-the-top allegations to be very truthful. If he provides the Government with the facts, the matter will be investigated because I expect officers in the Department of Consumer and Employment Protection to professionally apply the law without fear or favour. If an officer has overstepped the mark and done things that are not proper, he or she must be investigated. However, no-one will accept that the extreme allegations made by the Deputy Leader of the Opposition have any veracity at all if he does not lay a substantiation of the facts on the table.

I have spoken to the member for Albany, who has discussed the matter with the people to whom the Deputy Leader of the Opposition referred. The member for Albany told me that they did not have a problem with an officer of the department. If the people concerned had made a complaint to the member for Albany, he would have taken it up on their behalf in the same way that he has taken up the complaints made by other constituents. We will wait to see how much of the Deputy Leader of the Opposition's story is true. If matters of substance exist, they will be pursued. The fact is that the Government is about ensuring that people have decent standards of employment and protection. That is something to which members opposite are totally opposed.

The comments I will now make do not reflect the case raised by the Deputy Leader of the Opposition, because I do not know the facts. However, we must take into account that, occasionally, employers are nasty to their employees. In fact, the federal Minister for Employment and Workplace Relations, Tony Abbott, is on record as saying that many employers are not very good. I do not go that far. However, some employers will rip off their employees and treat them in a way that is not acceptable in a modern State. Our laws will protect those employees. The Liberal Opposition is not interested in that because it has no standards when it comes to employment, unless, of course, one is a member of the upper House who has to have his or her tiffin. The mob opposite destroyed the standards for ordinary employees during its time in government, and it does not want the previous standards re-established. In as little as 18 months, the Government has been able to increase the minimum wage by more than \$60 a week. That is indicative of the poor way the Opposition treated Western Australians when it was in government. The Government is putting standards in place. Changes in some of the limited areas will cause conversion issues and we will work with people to deal with such issues.

The final point I make about industrial relations and tourism is that only a few years ago we all acknowledged and celebrated Sydney's hosting of the best Olympic Games in history. It was a fantastic success in many areas, including the construction of sites and the way in which the hospitality and tourism sectors were organised. It was an outstanding success that was based upon an award system of employment. When in government, the mob opposite had no standards. It would have led to an economy similar to that in Bangladesh, rather than one that could be considered the best in the world. The Opposition is about a lack of standards. This Government is about protecting people and looking after the interests of business at the same time.

DR J.M. WOOLLARD (Alfred Cove) [6.49 pm]: The Opposition has already put forward the complaints and concerns of the small business sector, which is experiencing grave problems. I know that other members will speak further to this.

The motion states -

That this House condemns the Gallop Government's lack of support, vision and sound management . . .

On the question of support for tourism, the minister said that he felt that tourism in Western Australia was on the increase and that we were attracting interstate and international visitors. One reason that we are attracting international visitors is that they believe that the provision of medical services in Western Australia is excellent. However, many tourists visit the south of our State, and health services in that area are not in prime condition. I refer to the "Busselton District Hospital: Overview of Facilities Needs Assessment" report, which shows that the Busselton District Hospital has 44 acute-care beds.

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Mr A.J. Dean: Wrong - 36.

Dr J.M. WOOLLARD: The report also states -

Occupational Safety and Health issues are now coming into play in several areas . . .

Clinical areas such as the General Ward and the Emergency Department are seriously impacting on client service delivery and contributing to significant OSH issues.

Points of Order

Mr A.P. O'GORMAN: I believe this motion is about the tourism and hospitality sector, not about the health system in the south west of Western Australia. I would like the member to keep her comments relevant and to come back to the tourism and hospitality issue.

Mr R.F. JOHNSON: I have been listening attentively to the member for Alfred Cove, and she has been relating the problems in the health system in the south west to problems affecting the tourism industry and the people in the tourism industry in the south west. She has been talking for only two minutes, and it is rather presumptuous of the member for Joondalup to try to gag her with that silly point of order.

Mr A.P. O'GORMAN: I believe our health system in the south west - in fact, all across the State - does not extend to people from overseas.

Mr R.F. Johnson: It does to Western Australians down there, my friend.

The DEPUTY SPEAKER: Members, at this stage, given that the member has been speaking for only two minutes, I will rule that there is no point of order. However, I warn the member for Alfred Cove that she is drawing a rather long bow, and I would like her to bring her comments back to the motion at hand.

Debate Resumed

Dr J.M. WOOLLARD: The issue is that the health services in the south of this State are in a very poor condition. Tourists who come to WA, and people who travel from north to south, would be horrified if they saw the state of those services down south. The minister gave the names of the various members of the Western Australian Tourism Commission, and he mentioned that Helen Creed, who is the WA Branch Secretary of the Australian Liquor, Hospitality and Miscellaneous Workers Union, is on the board. I believe that she is probably on that board because the minister realises that a lot of health care providers play their role in supporting the tourism sector. That is why I wanted to point out to the Minister for Tourism that he must discuss health with the Minister for Health, because the report states that "Client privacy and confidentiality is severely compromised" and that the "Access door to Ward does not cater for the needs of the disabled." It also states that "A disabled person requiring a wheelchair could not work within the Hospital". I could go on, because there are severe problems with the public hospital system down south.

When I first referred to this report and said that the hospital had 44 acute-care beds, the interjection from the other side of the House was that there were only 36 beds. This is a report from June 2002. I have with me a letter from the Busselton District Hospital of 13 September 2002, which states -

We are unable to provide Nursing Staff for 44 beds.

I wanted to put that on record because of the interjection.

The DEPUTY SPEAKER: I would like to draw the member's attention to the motion at hand. I understand the argument she has developed, but I think she is starting to stray. Therefore, if the member would bring her comments back to the motion, that would be appreciated.

Dr J.M. WOOLLARD: The minister is trying very hard to improve tourism in this State. However, he is hurting small businesses. As the Opposition mentioned, many students who work part time and other part-time workers are now losing their employment. All the efforts of the Government could be blown out of the water because of its lack of focus on basic issues such as health needs.

I return to the motion, which refers to the crisis in the tourism sector. When I saw this notice of motion, I telephoned and spoke with people in the tourism sector. They have assured me that this motion today is very pertinent. They said that small businesses were in crisis and that people were losing their employment. They also said that many of the big tourism companies had federal rather than state award coverage; however, the small businesses were covered by the state award, and one by one they were gradually going out of business because of the effect of the Labour Relations Reform Act 2002. They feel that the Government has not done enough to support the small business sector of the tourism industry.

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I will support this motion. I wanted to speak about the health issues because in the debate today a lot of negative comments have been made about unions. I am a nurse and I am proud to be a member of the Australian Nursing Federation, which is a professional union. That professional nurses union is trying to bring to the attention of this Government the problems in health care today and how they can impact on the tourism sector.

Points of Order

Mr J.B. D'ORAZIO: What do the ANF and nurses have to do with tourism?

Mr R.F. JOHNSON: The last words that the member for Alfred Cove said were "the tourism sector". She is concerned that there should be adequate health cover and health services for tourists in Western Australia, particularly in the south west. She is not referring to only international tourists; she is referring to interstate tourists as well. That is how she is tying it in.

The DEPUTY SPEAKER: There is no point of order. I think the member has almost concluded her comments about the relationship between health and tourism.

Debate Resumed

Debate interrupted, pursuant to standing orders.