

Lisa Pennisi

From: Fiona Crawford
Sent: Thursday, 8 November 2012 9:17 AM
To: Santo Santoro
Cc: Tim Rawlings; [redacted] John-Paul Langbroek; Leonie Shepherd
Subject: RE: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Dear Mr Santoro

Thanks for your email. Leonie Shepherd, the Minister's EA will be in touch to arrange an appointment in the next couple of weeks.

Cheers

Fiona

Fiona Crawford | Chief of Staff |
Office of **The Hon. John-Paul Langbroek MP** |
Minister for Education, Training and Employment |
E-mail: fiona.crawford@ministerial.qld.gov.au
Phone: (07) 3235 4489 | Fax: (07) 3211 8011
Mobile: [redacted]

From: Santo Santoro [<mailto:santo@santosantoro.com>]
Sent: Thursday, 8 November 2012 8:11 AM
To: Education
Cc: Fiona Crawford; Tim Rawlings; [redacted]
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Dear Minister

I would be grateful if you could find the time to meet with [redacted] from Intalock Technologies, a client of Santoro Consulting registered on the Queensland Lobbyist Register.

Locally owned and based in Brisbane, Intalock's business model is to partner with the world's leading ICT companies to deliver innovative solutions with a speciality in managing and securing data. Intalock does not develop its own software, rather they specialise in designing, implementing and operating software and hardware from third party partners. Their unique value is that they are focused being the single point of contact and delivering the world's best consulting services, using some of Australia's best technology consultants.

As you may be aware, Intalock currently deliver data management and enhancement products and services to your Department, both in terms of the Education and TAFE sectors. [redacted] would like to discuss opportunities to increase the efficiency of services to the Department: increasing services and reducing costs (he conservatively estimates that this could result in savings to your Department of over \$20 million per year). In part, this is

because some of the current arrangements within the Department for related services have not been updated over a decade and in that time, major technological and commercial advances have been made, presenting this unique opportunity.

We hope to discuss this with you, and as such would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

With sincere thanks in anticipation of your kind assistance.

The Hon Santo Santoro

Director

Santoro Consulting

Ph: 61-7-3262 4266

Fax: 61-7-3262 9965

Email: santo@santosantoro.com

Website: <http://www.santosantoro.com/>

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From: Santo Santoro <santo@santosantoro.com>
Sent: Friday, 9 November 2012 9:50 AM
To: Fiona Crawford
Cc: Tim Rawlings; [Act - Disclosure would, on balance, be co] John-Paul Langbroek; Leonie Shepherd
Subject: RE: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

This assistance is very much appreciated, Fiona.

With thanks and best wishes,

The Hon Santo Santoro
Director
Santoro Consulting
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Fax: 61-7-3262 9965
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From Tim Rawlings **Date** Thursday, 8 November 2012 9:42:00 AM
To Leonie Shepherd; Fiona Crawford
Cc
Subject FW: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Please log this in the spreadsheet.

From: Fiona Crawford
Sent: Thursday, 8 November 2012 9:17 AM
To: Santo Santoro
Cc: Tim Rawlings; [redacted] John-Paul Langbroek; Leonie Shepherd
Subject: RE: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Dear Mr Santoro

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Cheers

Fiona

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Minister for Education, Training and Employment |
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We hope to discuss this with you, and as such would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

With sincere thanks in anticipation of your kind assistance.

The Hon Santo Santoro

Director

Santoro Consulting

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From Tim Rawlings **Date** Wednesday, 5 December 2012 1:54:00 PM
To Lisa Pennisi
Cc
Subject FW: MEETING: Santo Santoro & Intalock Technologies

Hello Lisa,

Can you please update the register accordingly?

Cheers

Tim

From: Tim Rawlings
Sent: Wednesday, 5 December 2012 1:54 PM
To: 'Mark Powell'; Fiona Crawford
Subject: RE: MEETING: Santo Santoro & Intalock Technologies

Thanks Mark

In relation to this I think it is best to postpone the meeting to a more appropriate time.

Thanks again for your advice.

Kind regards

Tim

From: Mark Powell [mailto:TI Act - Disclosure would, on balance, be contr]
Sent: Thursday, 29 November 2012 2:22 PM
To: Fiona Crawford
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Fiona

Further to our recent correspondence about our meeting scheduled for 10 December, I have just been advised that a tender has been issued by the Department (DETE101163 Invitation to Offer for an Intrusion Protection System and Dedicated Vulnerability Assessment Service), to which Intalock wishes to respond. There may be other similar tenders in relation to data backup, archiving and security matters to which they may also wish to respond.

The purpose of requesting a meeting with your office was not to discuss any such tenders, but rather to introduce Intalock and discuss opportunities to increase the efficiency of data management services to the Department. However, given these developments, it may not be appropriate to meet at this time.

Can you please advise as to the most appropriate path forward? This may be to defer our meeting until the New Year, after any open tenders have been decided as per the usual and appropriate process.

Thank you very much in advance for your consideration of these matters and in anticipation of your advice.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: [redacted]
P: +61 7 3262 4266
F: +61 7 3262 9965
E: [redacted]
W: <http://www.santosantoro.com>

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On 23/11/2012, at 1:21 PM, Fiona Crawford <fiona.crawford@ministerial.qld.gov.au> wrote:

Dear Mark,

Further to the attached email correspondence, please accept this meeting request of Fiona and Tim's availability to meet with yourself and [redacted] of Intalock Technologies.

Your offer of background information is gladly accepted; it would be appreciated if the information could be provided directly to Fiona and Tim no later than COB Thursday 6 December 2012.

If you have any concerns, I invite you to contact the Office on 3237 0028.

Kind regards,

Quinn Sunderland | Acting Personal Secretary/Office Manager |
Office of **The Hon. John-Paul Langbroek MP** |
Minister for Education, Training and Employment |
E-mail: Quinn.Sunderland@ministerial.qld.gov.au
Phone: (07) 3237 0028 | Fax: (07) 3211 8011

Tim Rawlings

From: Tim Rawlings
Sent: Monday, 25 February 2013 2:49 PM
To: Lisa Pennisi
Subject: RE: MEETING: Santo Santoro & Intalock Technologies

Yep at the moment. Fi may not come in the end.

From: Lisa Pennisi
Sent: Monday, 25 February 2013 1:48 PM
To: Tim Rawlings
Subject: RE: MEETING: Santo Santoro & Intalock Technologies

Yep will do. So just with you and Fi not the Min?

From: Tim Rawlings
Sent: Monday, 25 February 2013 11:39 AM
To: Lisa Pennisi
Subject: RE: MEETING: Santo Santoro & Intalock Technologies

Yes, and log from this point of contact and update as we go.

Thank you Lis

Tim

From: Lisa Pennisi
Sent: Monday, 25 February 2013 10:59 AM
To: Fiona Crawford; Tim Rawlings
Subject: FW: MEETING: Santo Santoro & Intalock Technologies

Hi Fi and Tim

You happy to meet?

Lisa

From: Mark Powell the RTI Act - Disclosure would, on balance, be contrary to
Sent: Sunday, 24 February 2013 11:09 PM
To: Lisa Pennisi
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Lisa

Further to our correspondence below requesting a meeting with the Minister, I am pleased to confirm that the outstanding tenders referred to below have been finalised and the contracts have been finalised.

As this was the reason for postponing the meeting with Disclosure would, on balance, be contrary to from Intalock, I hoped we could now proceed to reschedule the meeting with Ms Crawford and Mr Rawlings.

Kind regards

Mark Powell
Partner
Santoro Consulting

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F: +61 7 3262 9965
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On 05/12/2012, at 1:54 PM, Tim Rawlings <tim.rawlings@ministerial.qld.gov.au> wrote:

Thanks Mark

In relation to this I think it is best to postpone the meeting to a more appropriate time.

Thanks again for your advice.

Kind regards

Tim

From: Mark Powell [mailto:[REDACTED]]
Sent: Thursday, 29 November 2012 2:22 PM
To: Fiona Crawford
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

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Thank you very much in advance for your consideration of these matters and in anticipation of your advice.

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Mark Powell
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From: "Santo Santoro" <santo@santosantoro.com>

Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Date: 8 November 2012 8:10:38 AM AEST

To: <education@ministerial.qld.gov.au>

Cc: <fiona.crawford@ministerial.qld.gov.au>, <tim.rawlings@ministerial.qld.gov.au>,

he RTI Act - Disclosure would, on balance, be contrary

Dear Minister

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Tim Rawlings

From: Lisa Pennisi
Sent: Tuesday, 5 March 2013 2:41 PM
To: Tim Rawlings
Subject: FW: MEETING: Santo Santoro & Intalock Technologies

Hi Tim

This has been set for next Thursday and the details are in the Lobbyist Register.

Cheers

Lisa

From: Mark Powell [mailto:] Act - Disclosure would, on balance, be cor
Sent: Tuesday, 5 March 2013 12:05 PM
To: Lisa Pennisi
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Lisa

Further to your call this morning, I have confirmed that [] is available on the morning of Thursday 14th March 2013 to meet with Mr Rawlings.

Please give me a call when you have a moment to finalise the arrangements.

Kind regards

Mark Powell
Partner
Santoro Consulting

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F: +61 7 3262 9965
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To: <education@ministerial.qld.gov.au>
Cc: <fiona.crawford@ministerial.qld.gov.au>, <tim.rawlings@ministerial.qld.gov.au>,
[redacted]

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From Tim Rawlings **Date** Monday, 7 January 2013 4:48:00 PM
To Lisa Pennisi
Cc John-Paul Langbroek (John-Paul.Langbroek@ministerial.qld.gov.au)
Subject FW: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

Hey Lisa,

Can you please register this on the Lobbyist Register as a new entry and organise a time to meet in the coming weeks.

Thank you!

Tim

From: Mark Powell [mailto:TI Act - Disclosure would, on balance, be cont]
Sent: Monday, 7 January 2013 3:59 PM
To: Education
Cc: Santo Santoro; Tim Rawlings
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

Dear Minister

I would be grateful if you could find the time to meet with Mr Steve Terry, the Queensland State Manager of TechnologyOne, a client of Santoro Consulting registered on the Queensland Lobbyist Register.

TechnologyOne is a leading, ASX listed, enterprise software solutions provider, providing integrated software solutions for business and government for over 25 years. TechnologyOne is one of the largest local Australian technology companies and has a solid track record in the delivery of cost and efficiency savings to Government Departments and Agencies.

Of particular interest to you, TechnologyOne has been working in partnership with organisations in the education sector for almost 20 years. Through their partnerships with leading providers, they know what their education sector customers want and need: to concentrate on the core business and provide a comprehensive software solution that minimises administrative repetitiveness and maximises functionality to ensure a focus on what really matters.

Following the work of the Skills and Training Taskforce last year and the release of the Newman Government's plan to revitalise Queensland's Vocational Education and Training (VET) sector, Mr Terry would like to arrange a meeting with you to discuss how TechnologyOne can support the Education and VET sectors in Queensland, with a particular focus on enhancements and alternatives to the current ISAS system.

We hope to discuss this with you and would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

Kind regards

Mark Powell
Partner

Santoro Consulting

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F: +61 7 3262 9965

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Tim Rawlings

From: Tim Rawlings
Sent: Thursday, 7 February 2013 11:32 AM
To: Lisa Pennisi
Subject: FW: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

Hey Lis,

Are you able to check to make sure this one went on to the lobby register?

Thanks

Tim

From: Mark Powell [mailto:[redacted](#)] TI Act - Disclosure would, on balance, be contrary to the public interest
Sent: Monday, 7 January 2013 3:59 PM
To: Education
Cc: Santo Santoro; Tim Rawlings
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

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Tim Rawlings

From: Lisa Pennisi
Sent: Monday, 25 February 2013 1:48 PM
To: Tim Rawlings
Subject: RE: MEETING: Santo Santoro & Intalock Technologies

Yep will do. So just with you and Fi not the Min?

From: Tim Rawlings
Sent: Monday, 25 February 2013 11:39 AM
To: Lisa Pennisi
Subject: RE: MEETING: Santo Santoro & Intalock Technologies

Yes, and log from this point of contact and update as we go.

Thank you Lis

Tim

From: Lisa Pennisi
Sent: Monday, 25 February 2013 10:59 AM
To: Fiona Crawford; Tim Rawlings
Subject: FW: MEETING: Santo Santoro & Intalock Technologies

Hi Fi and Tim

You happy to meet?

Lisa

From: Mark Powell [mailto:[\[redacted\]](#)] Act - Disclosure would, on balance, be cor
Sent: Sunday, 24 February 2013 11:09 PM
To: Lisa Pennisi
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Lisa

Further to our correspondence below requesting a meeting with the Minister, I am pleased to confirm that the outstanding tenders referred to below have been finalised and the contracts have been finalised.

As this was the reason for postponing the meeting with [\[redacted\]](#) sure would, on bal from Intalock, I hoped we could now proceed to reschedule the meeting with Ms Crawford and Mr Rawlings.

Kind regards

Mark Powell
Partner
Santoro Consulting

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On 05/12/2012, at 1:54 PM, Tim Rawlings <tim.rawlings@ministerial.qld.gov.au> wrote:

Thanks Mark

In relation to this I think it is best to postpone the meeting to a more appropriate time.

Thanks again for your advice.

Kind regards

Tim

From: Mark Powell [<mailto:>RTI Act - Disclosure would, on balance, be contra]

Sent: Thursday, 29 November 2012 2:22 PM

To: Fiona Crawford

Cc: Tim Rawlings

Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Fiona

Further to our recent correspondence about our meeting scheduled for 10 December, I have just been advised that a tender has been issued by the Department ([DETE101163](#) Invitation to Offer for an Intrusion Protection System and Dedicated Vulnerability Assessment Service), to which Intalock wishes to respond. There may be other similar tenders in relation to data backup, archiving and security matters to which they may also wish to respond.

The purpose of requesting a meeting with your office was not to discuss any such tenders, but rather to introduce Intalock and discuss opportunities to increase the efficiency of data management services to the Department. However, given these developments, it may not be appropriate to meet at this time.

Can you please advise as to the most appropriate path forward? This may be to defer our meeting until the New Year, after any open tenders have been decided as per the usual and appropriate process.

Thank you very much in advance for your consideration of these matters and in anticipation of your advice.

Kind regards

Mark Powell
Partner
Santoro Consulting

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On 23/11/2012, at 1:21 PM, Fiona Crawford <fiona.crawford@ministerial.qld.gov.au> wrote:

Dear Mark,

Further to the attached email correspondence, please accept this meeting request of Fiona and Tim's availability to meet with yourself and [Disclosure would, on balance, be] of Intalock Technologies.

Your offer of background information is gladly accepted; it would be appreciated if the information could be provided directly to Fiona and Tim no later than COB Thursday 6 December 2012.

If you have any concerns, I invite you to contact the Office on 3237 0028.

Kind regards,

Quinn Sunderland | Acting Personal Secretary/Office Manager |
Office of The Hon. John-Paul Langbroek MP |
Minister for Education, Training and Employment |
E-mail: Quinn.Sunderland@ministerial.qld.gov.au
Phone: (07) 3237 0028 | Fax: (07) 3211 8011

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From: "Santo Santoro" <santo@santosantoro.com>
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies
Date: 8 November 2012 8:10:38 AM AEST
To: <education@ministerial.qld.gov.au>
Cc: <fiona.crawford@ministerial.qld.gov.au>, <tim.rawlings@ministerial.qld.gov.au>,

RTI Act - Disclosure would, on balance, be contraindicated

Dear Minister

I would be grateful if you could find the time to meet with Disclosure would, on balance, be contraindicated from Intalock Technologies, a client of Santoro Consulting registered on the Queensland Lobbyist Register.

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We hope to discuss this with you, and as such would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

With sincere thanks in anticipation of your kind assistance.

The Hon Santo Santoro
Director
Santoro Consulting
Ph: 61-7-3262 4266
Fax: 61-7-3262 9965
Email: santo@santosantoro.com
Website: <http://www.santosantoro.com/>
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Tim Rawlings

From: Fiona Crawford
Sent: Monday, 25 February 2013 11:58 AM
To: Lisa Pennisi
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Yep. Tim do you want me to come along?

Cheers
Fiona

Disclosure would, on balance

Sent from my iPad

On 25/02/2013, at 10:58 AM, "Lisa Pennisi" <Lisa.Pennisi@ministerial.qld.gov.au> wrote:

Hi Fi and Tim

You happy to meet?

Lisa

From: Mark Powell the RTI Act - Disclosure would, on balance, be contrary to
Sent: Sunday, 24 February 2013 11:09 PM
To: Lisa Pennisi
Cc: Tim Rawlings
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Thanks again for your advice.

Kind regards

Tim

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From: "Santo Santoro" <santo@santosantoro.com>

Subject: Request for meeting with The Hon John-Paul Langbroek MP,
Minister for Education, Training and Employment - Intalock
Technologies

Date: 8 November 2012 8:10:38 AM AEST

To: <education@ministerial.qld.gov.au>

Cc: <fiona.crawford@ministerial.qld.gov.au>,

<tim.rawlings@ministerial.qld.gov.au>, RTI Act - Disclosure would, on balance, be contraindicated

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Tim Rawlings

From: Lisa Pennisi
Sent: Thursday, 21 February 2013 1:55 PM
To: Tim Rawlings
Subject: RE: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

Hi Tim

You ARE organised. It's already in there.

Cheers
Lisa

From: Tim Rawlings
Sent: Wednesday, 20 February 2013 6:06 PM
To: Lisa Pennisi
Subject: FW: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

Hey Lisa,

Just confirming that this is on the register, just tidying up some emails...

Cheers

Tim

From: Mark Powell [mailto:[redacted](#)] FI Act - Disclosure would, on balance, be con
Sent: Monday, 7 January 2013 3:59 PM
To: Education
Cc: Santo Santoro; Tim Rawlings
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

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Partner
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Sonia Davies

From: Mark Powell RTI Act - Disclosure would, on balance, be contrary to the
Sent: Friday, 12 October 2012 11:59 AM
To: Saxon Rice
Cc: Santo Santoro; Tim Rawlings; Sonia Davies; Amy Cobb
Subject: Fwd: Restaurant & Catering Australia, Meeting with Assistant Minister The Hon Saxon Rice MP
Attachments: RCQ Brief.pdf; Hospitality - Tourism Industry Employment - Queensland.pdf; DAE-DRET Tourism Labour Force Summary Report and Survey Results.pdf

Dear Assistant Minister

Thank you and Tim Rawlings very much for meeting with John Hart and I at your office earlier this week in relation to the the Restaurant & Catering Australia policy positions in relation to technical and further education.

We are very appreciative of your advice and support in relation to some of the policy areas we discussed. We appreciate the significance of the Skills and Training Taskforce and look forward to working with you and Minister Langbroek to implement its recommendations in the interests of Queenslanders across industries.

Again, thank you and Mr Rawlings very much for the opportunity to meet with you and for your advice. We also greatly appreciate the helpful and professional assistance of Sonia Davies and Amy Cobb in making arrangements for our meeting.

Kind regards

Mark Powell
Partner
Santoro Consulting

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Begin forwarded message:

From: Mark Powell <b) of the RTI Act - Disclosure would, on balance, be contrary to the
Subject: Re: Restaurant & Catering Australia, Meeting with Assistant Minister
The Hon Saxon Rice MP
Date: 5 October 2012 3:43:44 PM AEST
To: Sonia Davies <Sonia.Davies@ministerial.qld.gov.au>

Dear Sonia

Thanks you very much for confirming the meeting with the Assistant Minister, The Hon Saxon Rice MP, in your office at 4pm on Tuesday 9th of October.

As discussed, the primary purpose of the meeting is for Mr Hart to meet with the Assistant Minister, introduce himself and Restaurant & Catering Australia (RCA) and to discuss issues relevant to Education, Training and Employment portfolio.

For the purpose, I **enclose** some background information on RCA and have listed a number of relevant RCA policy positions that we would like to discuss as appropriate:

- That the Queensland Government assist in the advocacy for traditional apprenticeship for overseas students; and
- That the Queensland Government promote overseas students studying Vocational Education (particularly in hospitality) in Queensland.
- That the Queensland Government introduce a model of VET training that is an entitlement scheme but within a limited managed market. In this managed market it is suggested that:
 - The market provides an entitlement for courses up to Certificate III level (including Hospitality);
 - Students make an informed choice of training that is suitable to their aptitude;
 - The choice is made from arrange of courses that meet the range of occupational outcomes evident from industry demand (at an occupation / regional level);
 - The market is managed independently from Government delivered training (ie. a Skills Commission); and
 - Support is provided, through additional funding, for disadvantaged students.

Please do not hesitate to contact me if you have any questions or would like any additional information ahead of our meeting.

Kind regards

Mark Powell
Partner
Santoro Consulting

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Restaurant & Catering Queensland

Background Brief – June 2012

ABOUT RESTAURANT & CATERING

Restaurant & Catering is the peak organisation representing the interests of restaurateurs and caterers in each State of Australia. The Association operates on a State by State basis and all members join the national association, Restaurant & Catering Australia. The State-based offices operate membership, events and training operations.

The Queensland office is in Brisbane at 92 Commercial Road NEWSTEAD.

The President of the Association is [Disclosure would, on balance,] (owner of [Disclosure would, on balance, be]) Vice Presidents are [Act - Disclosure would, on balance, be co] and [TI Act - Disclosure would, on balance, be cont]

The Association has approximately 1000 members in Queensland in any given year.

BACKGROUND

The Association has existed since 1922 and exists to lead and represent the restaurant and catering industry.

The restaurant and catering sector is the largest employer in the hospitality industry. Tourism economic key facts acknowledges that 25.8%, (56,760) of tourism employment (the largest slice) is in cafes and restaurants and this is just the number that is apportioned to tourism.

There are a significant number of non-tourism employees in the restaurant, café and catering sector (estimated by ABS at 39,000 in Queensland).

Tourism Australia (it its Tourism 2020 work) cites the skills and labour shortages in the industry as the greatest capacity constraint the industry faces.

CURRENT QUEENSLAND ISSUES

Workforce Issues

Restaurant & Catering has written to the Minister for Education and Training, The Hon. Jean-Paul Langbroek to request a taskforce (action group) be established to audit the labour market in tourism and hospitality (attached).

The Association is seeking an industry based group to examine the issues surrounding the tourism and hospitality workforce that lead to the significant capacity constraint (at 6% vacancy rate) referred to above and detailed in the attached work undertaken by the Commonwealth.

Restaurants, cafes and caterers have the greatest stake in the labour and skills issues and therefore should be taking the lead on these issues.

John Hart (CEO of Restaurant & Catering) is on the Skills and Labour Development Group (established by Minister Ferguson), is Chairman of the Services Industry Skills Council (Federal), a Board Member of the National Tourism Alliance and the National Centre for Vocation Education Research.

Immigration

One of the possible ways in which short term labour and skills issues can be resolved is to expand temporary migration. The Commonwealth is suggesting that this is best achieved by the State Migration Plans. Cooks and Chefs are NOT on the State Migration Plan for Queensland.

Restaurant & Catering requests a reconsideration of this aspect of the plan.

Food & Wine Tourism

Restaurant & Catering operates a consumer brand Savour Australia that promotes food and wine to consumers.

Under this brand the Association operates the Awards for Excellence (that judges 2,500 restaurants, cafes and caterers each year). This program also produces the Plate Rating scheme – that is recognised as a tourism accreditation program under TQUAL.

The Awards are to be held at BCEC this year on Monday 10th September.

The Association, through its Vice-President, has been involved in the conception of **DELECTABLE**.

The Association has, however, lost touch with this initiative over recent months and is now no longer involved. The Association seeks involvement in this event.

John Hart was the Chair of the Visitor Economy Taskforce Working Group on Food, Wine and Hospitality in New South Wales.

Surcharging

The Commonwealth has supported the Productivity Commissions reconsideration of the ban on surcharging and proposes an exemption for restaurants and cafes.

This item is now on the table for a vote of State Ministers. R&C requests the support of the Queensland Government in this matter.

For further details on any of these matters contact:

John Hart, Chief Executive Officer, Restaurant & Catering

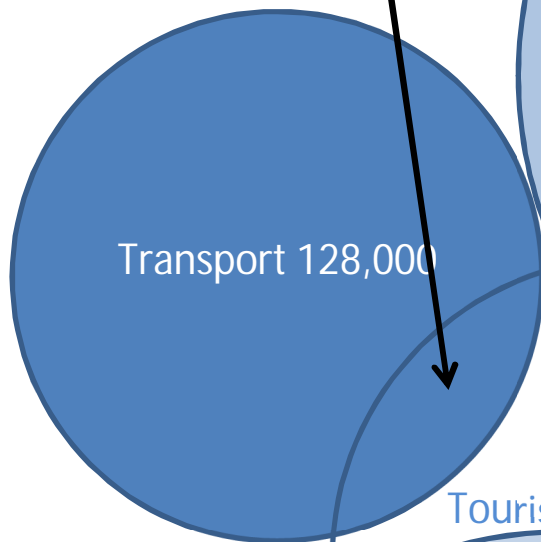
0407 554 878

Email: jhart@restaurantcater.asn.au

Queensland Tourism Workforce

124,900

Transport in Tourism 17,600



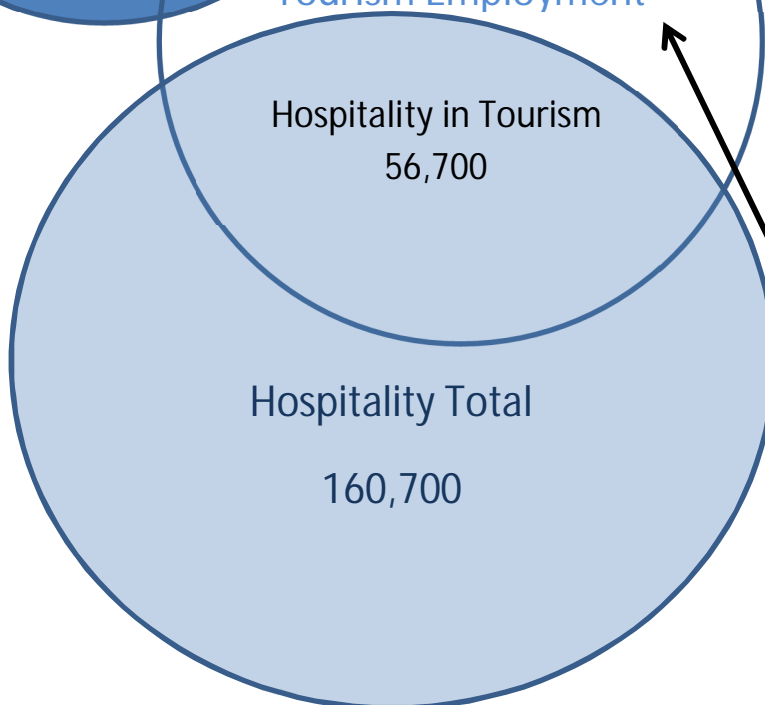
Transport 128,000

Retail Total Employment 250,300

Tourism Employment

Hospitality in Tourism
56,700

Retail in Tourism 23,600



Hospitality Total
160,700

Non Hospitality, Retail or
Transport Tourism 27,000

Cafes and Restaurants
alone are 30,500 the
largest sub-sector in
tourism

3.3.4 Queensland

Table 3.11: Survey summary statistics – Queensland

Metric	Region result	Australia result
Total survey responses	245	1814
Businesses reporting as seasonal	45%	47%
Average number of employees	13	16
Employees that are local residents	83%	71%
Employees that are interstate Australians	5%	7%
Employees that are intrastate Australians	5%	9%
Employees that are international	8%	12%
Share of employees full time	41%	37%
Businesses identifying recruitment difficulty	52%	57%
Top deficiency identified	Applicants	Applicants
Second top deficiency identified	Skills	Skills
Third top deficiency identified	Work experience	Work experience
Vacancy rate	6%	9%
Industry turnover rate	54%	64%
Businesses identifying retention difficulty	41%	46%
Top deficiency identified	Career development opportunities	Career development opportunities
Second top deficiency identified	Work too difficult	Work too difficult
Third top deficiency identified	Recruited by other industry	Recruited by other industry
Businesses identifying skills deficiencies in employees	47%	50%
Top deficiency identified	Experience in sector	Experience in sector
Second top deficiency identified	Capability misalignment	Capability misalignment
Third top deficiency identified	Opportunity to gain experience	Opportunity to gain experience
Top occupation affected by deficiency	Chef*	Waiter
Second top occupation affected by deficiency	**	Chef
Third top occupation affected by deficiency	**	Bar attendant

Source: Survey data

Note: * Estimates based on a sample size of between 10 and 14 for one or more of the rankings. Results should be interpreted and used with caution. ** Results could not be shown due to insignificant sample size.

Within Queensland's tourism industry, 45% of businesses report seasonal fluctuations (Table 3.11). On average, these businesses have 13 employees, which is slightly below the average of 16. The vast majority (83%) of these employees are local residents, with only 5% of workers are from each of interstate and intrastate.

Compared to 37% of workers at the national level, 41% of tourism employees in Queensland work full time. The vacancy rate (6%) is 3 percentage points below average, while industry turnover (54%) is 10 percentage points lower.

Labour force pressures are below average in Queensland. The major reasons cited for difficulty in recruitment, staff retention and reported skills deficiencies in employees are the same as those given across the industry as a whole, though their impact is lower in Queensland, affecting 52%, 41% and 47% of businesses respectively.

Fiona Crawford

From: Fiona Crawford
Sent: Monday, 25 February 2013 11:58 AM
To: Lisa Pennisi
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Yep. Tim do you want me to come along?

Cheers
Fiona

Disclosure would, on balance

Sent from my iPad

On 25/02/2013, at 10:58 AM, "Lisa Pennisi" <Lisa.Pennisi@ministerial.qld.gov.au> wrote:

Hi Fi and Tim

You happy to meet?

Lisa

From: Mark Powell [the RTI Act - Disclosure would, on balance, be contrary to]
Sent: Sunday, 24 February 2013 11:09 PM
To: Lisa Pennisi
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Lisa

Further to our correspondence below requesting a meeting with the Minister, I am pleased to confirm that the outstanding tenders referred to below have been finalised and the contracts have been finalised.

As this was the reason for postponing the meeting with [sure would, on balance] from Intalock, I hoped we could now proceed to reschedule the meeting with Ms Crawford and Mr Rawlings.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: [Disclosure would, on balance, be contrary to]
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F: +61 7 3262 9965
E: [the RTI Act - Disclosure would, on balance, be contrary to]
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On 05/12/2012, at 1:54 PM, Tim Rawlings <tim.rawlings@ministerial.qld.gov.au> wrote:

Thanks Mark

In relation to this I think it is best to postpone the meeting to a more appropriate time.

Thanks again for your advice.

Kind regards

Tim

From: Mark Powell [mailto:mark.powell@det.qld.gov.au] RTI Act - Disclosure would, on balance, be contrary to the public interest
Sent: Thursday, 29 November 2012 2:22 PM
To: Fiona Crawford
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Fiona

Further to our recent correspondence about our meeting scheduled for 10 December, I have just been advised that a tender has been issued by the Department (DETE101163 Invitation to Offer for an Intrusion Protection System and Dedicated Vulnerability Assessment Service), to which Intalock wishes to respond. There may be other similar tenders in relation to data backup, archiving and security matters to which they may also wish to respond.

The purpose of requesting a meeting with your office was not to discuss any such tenders, but rather to introduce Intalock and discuss opportunities to increase the efficiency of data management services to the Department. However, given these developments, it may not be appropriate to meet at this time.

Can you please advise as to the most appropriate path forward? This may be to defer our meeting until the New Year, after any open tenders have been decided as per the usual and appropriate process.

Thank you very much in advance for your consideration of these matters and in anticipation of your advice.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: [redacted]
P: +61 7 3262 4266
F: +61 7 3262 9965
E: [redacted]
W: <http://www.santosantoro.com>

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On 23/11/2012, at 1:21 PM, Fiona Crawford <fiona.crawford@ministerial.qld.gov.au> wrote:

Dear Mark,

Further to the attached email correspondence, please accept this meeting request of Fiona and Tim's availability to meet with yourself and [redacted] of Intalock Technologies.

Your offer of background information is gladly accepted; it would be appreciated if the information could be provided directly to Fiona and Tim no later than COB Thursday 6 December 2012.

If you have any concerns, I invite you to contact the Office on 3237 0028.

Kind regards,

Quinn Sunderland | Acting Personal Secretary/Office Manager |
Office of The Hon. John-Paul Langbroek MP |
Minister for Education, Training and Employment |
E-mail: Quinn.Sunderland@ministerial.qld.gov.au
Phone: (07) 3237 0028 | Fax: (07) 3211 8011

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Unless stated otherwise, this email represents only the views of the sender and not the views of the Queensland Government.

Please consider the environment before printing this email.

From: "Santo Santoro" <santo@santosantoro.com>

Subject: Request for meeting with The Hon John-Paul Langbroek MP,
Minister for Education, Training and Employment - Intalock
Technologies

Date: 8 November 2012 8:10:38 AM AEST

To: <education@ministerial.qld.gov.au>

Cc: <fiona.crawford@ministerial.qld.gov.au>,

<tim.rawlings@ministerial.qld.gov.au>, The RTI Act - Disclosure would, on balance, be contrary

Dear Minister

I would be grateful if you could find the time to meet with Disclosure would, on balance, be
from Intalock Technologies, a client of Santoro Consulting registered on
the Queensland Lobbyist Register.

Locally owned and based in Brisbane, Intalock's business model is to partner with the world's leading ICT companies to deliver innovative solutions with a speciality in managing and securing data. Intalock does not develop its own software, rather they specialise in designing, implementing and operating software and hardware from third party partners. Their unique value is that they are focused being the single point of contact and delivering the world's best consulting services, using some of Australia's best technology consultants.

As you may be aware, Intalock currently deliver data management and enhancement products and services to your Department, both in terms of the Education and TAFE sectors. Disclosure would, on balance, be would like to discuss opportunities to increase the efficiency of services to the Department: increasing services and reducing costs (he conservatively estimates that this could result in savings to your Department of over \$20 million per year). In part, this is because some of the current arrangements within the Department for related services have not been updated over a decade and in that time, major technological and commercial advances have been made, presenting this unique opportunity.

We hope to discuss this with you, and as such would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

With sincere thanks in anticipation of your kind assistance.

The Hon Santo Santoro

Director
Santoro Consulting
Ph: 61-7-3262 4266
Fax: 61-7-3262 9965
Email: santo@santosantoro.com
Website: <http://www.santosantoro.com/>
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Fiona Crawford

From: Tim Rawlings
Sent: Wednesday, 5 December 2012 1:54 PM
To: Mark Powell; Fiona Crawford
Subject: RE: MEETING: Santo Santoro & Intalock Technologies

This message has been archived. [View the original item](#)

Thanks Mark

In relation to this I think it is best to postpone the meeting to a more appropriate time.

Thanks again for your advice.

Kind regards

Tim

From: Mark Powell [mailto:RTI Act - Disclosure would, on balance, be contran]
Sent: Thursday, 29 November 2012 2:22 PM
To: Fiona Crawford
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Fiona

Further to our recent correspondence about our meeting scheduled for 10 December, I have just been advised that a tender has been issued by the Department (DETE101163
<<https://secure.publicworks.qld.gov.au/etender/tender/display/tender-details.do?id=8052&action=display-tender-details&returnUrl=/tender/search/tender-search.do?action=do-advanced-tender-search&state=Open&issuing>> Invitation to Offer for an Intrusion Protection System and Dedicated Vulnerability Assessment Service), to which Intalock wishes to respond. There may be other similar tenders in relation to data backup

Rebecca Beaumont

From: Santo Santoro <santo@santosantoro.com>
Sent: Thursday, 8 November 2012 8:11 AM
To: Education
Cc: Fiona Crawford; Tim Rawlings; [redacted] Act - Disclosure would, on balance, be con
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Meeting/Event requests

Dear Minister

I would be grateful if you could find the time to meet with [redacted] from Intalock Technologies, a client of Santoro Consulting registered on the Queensland Lobbyist Register.

Locally owned and based in Brisbane, Intalock's business model is to partner with the world's leading ICT companies to deliver innovative solutions with a speciality in managing and securing data. Intalock does not develop its own software, rather they specialise in designing, implementing and operating software and hardware from third party partners. Their unique value is that they are focused being the single point of contact and delivering the world's best consulting services, using some of Australia's best technology consultants.

As you may be aware, Intalock currently deliver data management and enhancement products and services to your Department, both in terms of the Education and TAFE sectors. [redacted] would like to discuss opportunities to increase the efficiency of services to the Department: increasing services and reducing costs (he conservatively estimates that this could result in savings to your Department of over \$20 million per year). In part, this is because some of the current arrangements within the Department for related services have not been updated over a decade and in that time, major technological and commercial advances have been made, presenting this unique opportunity.

We hope to discuss this with you, and as such would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

With sincere thanks in anticipation of your kind assistance.

The Hon Santo Santoro

Director

Santoro Consulting

Ph: 61-7-3262 4266

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Rebecca Beaumont

From: Mark Powell TI Act - Disclosure would, on balance, be contrary to the public interest
Sent: Monday, 7 January 2013 3:59 PM
To: Education
Cc: Santo Santoro; Tim Rawlings
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Meeting/Event requests

Dear Minister

I would be grateful if you could find the time to meet with Mr Steve Terry, the Queensland State Manager of TechnologyOne, a client of Santoro Consulting registered on the Queensland Lobbyist Register.

TechnologyOne is a leading, ASX listed, enterprise software solutions provider, providing integrated software solutions for business and government for over 25 years. TechnologyOne is one of the largest local Australian technology companies and has a solid track record in the delivery of cost and efficiency savings to Government Departments and Agencies.

Of particular interest to you, TechnologyOne has been working in partnership with organisations in the education sector for almost 20 years. Through their partnerships with leading providers, they know what their education sector customers want and need: to concentrate on the core business and provide a comprehensive software solution that minimises administrative repetitiveness and maximises functionality to ensure a focus on what really matters.

Following the work of the Skills and Training Taskforce last year and the release of the Newman Government's plan to revitalise Queensland's Vocational Education and Training (VET) sector, Mr Terry would like to arrange a meeting with you to discuss how TechnologyOne can support the Education and VET sectors in Queensland, with a particular focus on enhancements and alternatives to the current ISAS system.

We hope to discuss this with you and would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: Act - Disclosure would, on balance, be contrary to the public interest

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F: +61 7 3262 9965

E: of the RTI Act - Disclosure would, on balance, be contrary to the public interest

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Lisa Pennisi

From: Fiona Crawford
Sent: Tuesday, 27 November 2012 11:24 AM
To: Lisa Pennisi
Subject: FW: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Lisa

Can you please log this and any resulting meeting in the lobbyist register. Quinn tidied it up last week!

Fiona Crawford | Chief of Staff |
Office of **The Hon. John-Paul Langbroek MP** |
Minister for Education, Training and Employment |
E-mail: fiona.crawford@ministerial.qld.gov.au
Phone: (07) 3235 4489 | Fax: (07) 3211 8011
Mobile: [disclosure would, on balance, be contrary to the public interest]

From: Tim Rawlings
Sent: Thursday, 8 November 2012 9:42 AM
To: Leonie Shepherd; Fiona Crawford
Subject: FW: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Please log this in the spreadsheet.

From: Fiona Crawford
Sent: Thursday, 8 November 2012 9:17 AM
To: Santo Santoro
Cc: Tim Rawlings; [disclosure would, on balance, be contrary to the public interest] John-Paul Langbroek; Leonie Shepherd
Subject: RE: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Dear Mr Santoro

Thanks for your email. Leonie Shepherd, the Minister's EA will be in touch to arrange an appointment in the next couple of weeks.

Cheers

Fiona

Fiona Crawford | Chief of Staff |
Office of **The Hon. John-Paul Langbroek MP** |
Minister for Education, Training and Employment |
E-mail: fiona.crawford@ministerial.qld.gov.au
Phone: (07) 3235 4489 | Fax: (07) 3211 8011
Mobile: [disclosure would, on balance, be contrary to the public interest]

From: Santo Santoro [<mailto:santo@santosantoro.com>]
Sent: Thursday, 8 November 2012 8:11 AM
To: Education
Cc: Fiona Crawford; Tim Rawlings; [disclosure would, on balance, be contrary to the public interest]
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies

Dear Minister

I would be grateful if you could find the time to meet with [redacted] from Intalock Technologies, a client of Santoro Consulting registered on the Queensland Lobbyist Register.

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We hope to discuss this with you, and as such would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

With sincere thanks in anticipation of your kind assistance.

The Hon Santo Santoro

Director

Santoro Consulting

Ph: 61-7-3262 4266

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dissemination of this communication is strictly prohibited. If you receive this transmission in error please notify the author immediately and delete all copies of this transmission."

Lisa Pennisi

From: Tim Rawlings
Sent: Wednesday, 5 December 2012 1:55 PM
To: Lisa Pennisi
Subject: FW: MEETING: Santo Santoro & Intalock Technologies

Hello Lisa,

Can you please update the register accordingly?

Cheers

Tim

From: Tim Rawlings
Sent: Wednesday, 5 December 2012 1:54 PM
To: 'Mark Powell'; Fiona Crawford
Subject: RE: MEETING: Santo Santoro & Intalock Technologies

Thanks Mark

In relation to this I think it is best to postpone the meeting to a more appropriate time.

Thanks again for your advice.

Kind regards

Tim

From: Mark Powell [[mailto:](#) TI Act - Disclosure would, on balance, be con]
Sent: Thursday, 29 November 2012 2:22 PM
To: Fiona Crawford
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Fiona

Further to our recent correspondence about our meeting scheduled for 10 December, I have just been advised that a tender has been issued by the Department (DETE101163 Invitation to Offer for an Intrusion Protection System and Dedicated Vulnerability Assessment Service), to which Intalock wishes to respond. There may be other similar tenders in relation to data backup, archiving and security matters to which they may also wish to respond.

The purpose of requesting a meeting with your office was not to discuss any such tenders, but rather to introduce Intalock and discuss opportunities to increase the efficiency of data management services to the Department. However, given these developments, it may not be appropriate to meet at this time.

Can you please advise as to the most appropriate path forward? This may be to defer our meeting until the New Year, after any open tenders have been decided as per the usual and appropriate process.

Thank you very much in advance for your consideration of these matters and in anticipation of your advice.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: [redacted] Act - Disclosure would, on balance, be contrary to the

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F: +61 7 3262 9965

E: [redacted] b) of the RTI Act - Disclosure would, on balance, be contrary to the

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On 23/11/2012, at 1:21 PM, Fiona Crawford <fiona.crawford@ministerial.qld.gov.au> wrote:

Dear Mark,

Further to the attached email correspondence, please accept this meeting request of Fiona and Tim's availability to meet with yourself and [redacted] of Intalock Technologies.

Your offer of background information is gladly accepted; it would be appreciated if the information could be provided directly to Fiona and Tim no later than COB Thursday 6 December 2012.

If you have any concerns, I invite you to contact the Office on 3237 0028.

Kind regards,

Quinn Sunderland | Acting Personal Secretary/Office Manager |
Office of **The Hon. John-Paul Langbroek MP** |
Minister for Education, Training and Employment |
E-mail: Quinn.Sunderland@ministerial.qld.gov.au
Phone: (07) 3237 0028 | Fax: (07) 3211 8011

<Mail Attachment.ics> <Mail Attachment.eml>

Lisa Pennisi

From: Mark Powell RTI Act - Disclosure would, on balance, be contr
Sent: Monday, 14 January 2013 5:27 PM
To: Lisa Pennisi
Cc: Tim Rawlings; Saxon Rice
Subject: Re: MEETING: Tim Rawlings, Saxon Rice, Mark Powell and Steve Terry, Queensland State Manager, TechnologyOne
Attachments: 2013-01-13 TechOne QLD TAFE ISAS Brief.pdf; 2013-01-13 TechOne QLD TAFE SAP Brief.pdf; QLD Capability Statment - Steve Terry.pdf; QLD Capability Statment.pdf

Dear Lisa

Further to your email below, I **enclose** two briefing notes for our meeting, as well as a capability statement for each of Steve Terry and TechnologyOne.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: Act - Disclosure would, on balance, be c
P: +61 7 3262 4266
F: +61 7 3262 9965
E: of the RTI Act - Disclosure would, on balance, be contrary to t
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On 08/01/2013, at 2:42 PM, Lisa Pennisi <Lisa.Pennisi@ministerial.qld.gov.au> wrote:

Lisa Pennisi | Personal Secretary/Office Manager |
Office of **The Hon. John-Paul Langbroek MP** |
Minister for Education, Training and Employment |
E-mail: Lisa.Pennisi@ministerial.qld.gov.au
Phone: (07) 3237 0028 | Fax: (07) 3211 8011

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Student Management System for QLD TAFE

Summary

Qld TAFE's ISAS student administration system will be unsupported at the end of 2014. The system is seen by institutes as not meeting the needs of institute executives, administration or students, and continues to fall further behind relative to other states and private providers.

Conservative figures indicate that a replacement system could yield between **\$50M-\$90M of savings over 5 years, or \$10M-\$30M over 3 years**, from third party maintenance, support, contractor and support staff costs.

With the last upgrade costing \$35M and taking 18months, the next upgrade is expected to be of a similar cost and effort. Without quick resolve to address this problem, the department will face no option but to upgrade the system at significant cost and little to no functional benefit.

Background

The Department of Education, Training & Employment (DETE) manages the TAFE Queensland's Institutes' Student Administration System (ISAS). This system is in its 7th year of production having gone through a major upgrade in 2008/2009. The application is a PeopleSoft/Oracle Campus Solution, Version 9.0.

In 2003 Qld TAFE purchased the PeopleSoft Campus Solution as a Commercial Off The Shelf (COTS) solution for centrally recording, enrolling and processing students across all TAFE institutes. The Department commenced use of the version 7.6 (ISAS1) in April 2004. As PeopleSoft Campus Solution is designed around University education, it lacked the capacity to operate against the competency and skills model used in TAFE and so was customised with over 2,000 'change controls' to accommodate the requirements of the TAFE sector and was called Institute Student Administration System (ISAS). At present, ISAS cannot be considered a COTS system, with previous upgrade costs and efforts indicating the level of customisation which has been applied.

The solution was upgraded over 18 months in 2008 (commencing use in October 2009) to version 9.0 (ISAS2) at a cost of roughly \$35M, which provided a technology refresh, recoded the 2,000+ changes made to the 'COTS' system, and delivered little to no new functionality.

The original support end dates meant that the current 9.0 release of ISAS was due to run out of support for Updates, Fixes, Security Alerts and Upgrade scripts in December 2011, and run out of Tax, legal and regulatory updates in December 2012. Due to Oracle not having a proven road map for the future of this product, these dates have been extended to December 2014 and December 2015 respectively.

The system has major interfaces with other applications, such as SAP, a learning management system (my.TAFE) and a content management system (Resource Bank), a customer relationship management system, a scheduling software and a range of other internal and external departmental applications.

Constraints of the ISAS System

- Key limitations to the existing system without significant custom development are largely due to the customised nature of the product, which was bought as a COTS, but is now a heavily customised solution relevant only to TAFE Qld.
- Currently online applications & enrolments are difficult, multi-staged processes, with at least one institute we are aware of employing several staff to provide 'online enrolment assistance' face to face with students.
- Lack of online student self-service, timetabling, change of details, means that most student interactions require paper forms to be completed and manually entered to be processed.
- Reporting is limited, with new reports taking weeks to be provide due to requirement for technical specialists to custom write reports when required.
- There are concerns about the effort required to reconcile outstanding accounts and to improve fee collection between the ISAS and SAP systems.
- Lack of CRM ability to engage and market to existing, prospective or past students, or employers. As such each institute has invested in their own CRM, unlinked to ISAS.

Funding for next upgrade

It is not clear whether funding has been made available for system upgrade/replacement from within the department. The last upgrade was funded via a loan from within the Department of Education, however this is likely not an option over the next several years, and would need to be self-funded or funded by Treasury.

Costs of current system

- TAFE's current maintenance contract is \$10M per year, and is due for renewal on 1 year extension options.
- ISAS Change Control contract is \$2M per year, though in recent years has regularly reached \$4M pa.
- The department currently employs 10 IMS Analysts who produce Reports, Enhancements and Scripts, much of which could be provided by the supplier of a COTS system. Average salary (plus on-costs) of these total approx. \$800,000 per year.
- It is estimated that up to 3 staff per institute (39 staff) are employed to cover gaps in functionality in ISAS that any modern system could automate. Average salary (plus on-costs) of these total over \$3.3M per year.
- Conservative figures for the value of replacing the existing system result in savings of \$10M-\$30M over 3 years, and \$50M-\$90M over 5 years.

Interstate Student Systems Replacement and Upgrade Activity

Victoria, South Australia and NSW have all elected to replace their existing legacy systems with modern replacements to avoid ongoing maintenance costs, large upgrade costs and

functional limitations. In Victoria's procurement process, TechnologyOne Student Management was selected, with the first sites due to go live early this year.

Western Australia has submitted budget estimates for a systems replacement which is expected to proceed in the next 12 months, and Tasmania has limited requirements, but uses the same legacy system as Victoria and is likely to assess the success of Victoria's project. This leaves Queensland as the last state to address the competitiveness of its' TAFE institutes and the quality of service expected by students through improved systems.

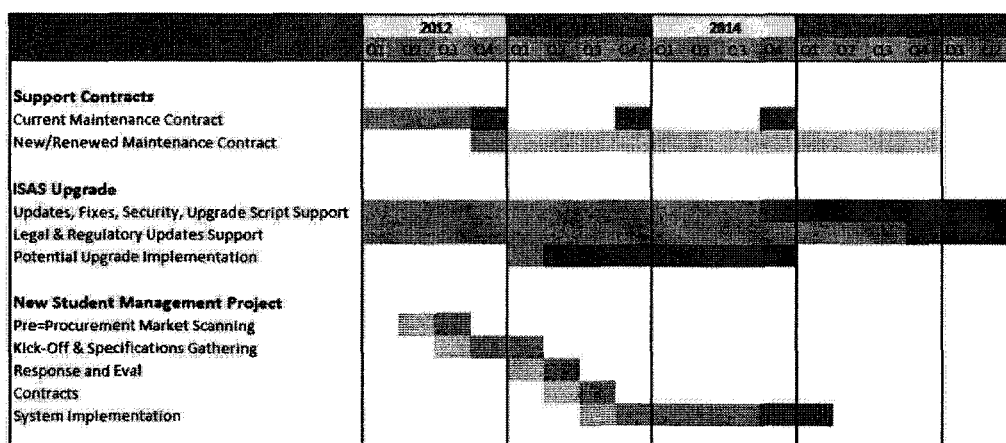
Implications of changed VET environment

Recent changes to the uncapping of student numbers at universities are predicted to affect TAFE enrolments in 2012 from some level. The trend of moving to a competitive funding model, which Qld has committed to, has resulted in more agile private providers attracting the most profitable students away from state based institutes. Institutes who are unable to differentiate through product development and better engagement with current and prospective students have seen private providers with that capability, lower overheads and better engagement models steal market share.

Timeframes

Any upgrade or replacement of systems is likely to take over 18 months to complete, with a 6 month assessment and contract negotiation period, a month to receive tender responses, and up to 6 months to deliver a requirements document. Given the existing PeopleSoft Campus Solution/ISAS system will be unsupported for updates, fixes and security alerts in December 2014. The options this leaves are:

- Left without time to conduct evaluation of other systems, meaning forced ISAS upgrade of at least \$35M
- Only able to conduct evaluation with ISAS being unsupported for a minimum of 3-6 months
- Rushed evaluation and implementation increasing chances of project issues.



Future TAFE Direction

Consideration needs to take into account the Queensland Post-Secondary Education and Training Review and the TAFE Queensland context which impacts on system solutions. For example, proposed solutions need to account for changes in governance models, such as a dual sector model where a TAFE Queensland Institute and a university may amalgamate, and interfacing systems which have the potential to deliver a best practice eBusiness student experience, including scheduling, client relationship management and elearning integration with learning and content management systems.

TechnologyOne Student Management System provides a dual sector solution for HE & VET.

TechnologyOne Student Management Solution for TAFE

TechnologyOne has an established track record for successfully developing and supporting student management systems in the higher education and TAFE sectors. Our systems are used across more than 40 VET and HE institutions around Australia, with high levels of customer engagement in running and setting product direction. In the TAFE sector, we are currently implementing a comprehensive student management system for the Skills Victoria TAFE ICT Student Management Solution (SMS) Project. Gippsland TAFE is set to go live with their Pilot early this year, with the further 10 institutes currently scheduled to go live soon afterwards. The project implementation has been very well received so far by Project Directors from TAFE ICT.

TechnologyOne Student Management is one of the main Student Management solutions used in the Australian Higher Education sector, with an approximate 33% market-share. The solution was originally developed in partnership with Curtin University beginning in 1998-99. It has continually evolved and grown since then, including being refreshed into the DotNet technology platform from its original client server architecture.

In 2009-10 Skills Victoria contracted TechnologyOne to provide our Student Management solution to a consortium of Victorian TAFEs. This initiative was sponsored by Skills Victoria to underpin fundamental reform of the VET sector in Victoria. As part of this contract, significant new functionality has been added to the standard TechnologyOne Student Management package solution to support VET Sector operations, **so that TechnologyOne Student Management now provides true H.E./VET Dual-Sector capability from within the one system.**

The new VET sector functionality has been purposely built for the Australian VET/TAFE sector, and is based on thousands of hours of input from sector experts. It has deeply embedded VET functionality, well beyond merely meeting AVETMISS reporting requirements.

Standard functionality available to support TAFE operations includes;

- VET Curriculum Structures
- Training Plans
- Nominal Hours Support
- VET Fee Support

- Block Release
- Support for Interim/Alternate Awards
- Short Course Support
- AVETMISS and Govt Compliance

AVETMISS and Govt Compliance

Managing compliance with Sector and Government reporting requirements is obviously a key function for an SMS. The development of AVETEMISS reporting for the Victorian TAFE project included the development of State-based reporting requirements for all Australian States, so no additional development will be required by TechnologyOne to meet compliance reporting.

TechnologyOne Student Management already supports the different AVETMISS file submission requirements for each State, including Queensland.

TechnologyOne Student Management System - Solution Scope

TechnologyOne Student Management provides an excellent Student Management solution for Dual-Sector operations. The standard student lifecycle processes from Admission to Graduation, and Curriculum Management have been well proven in the Higher Education sector for more than 10 years – across Universities including research-oriented “Sandstones”, large technology-focussed Metropolitan Universities, and also smaller Regional and Private Institutions. The developments added into the solution over the past 2 years described above provide additional, in-depth support for TAFE-specific operational and compliance requirements.

TechnologyOne can provide a template approach, based on the TechnologyOne Student Management configuration developed for the Victoria TAFE project. This can be provided as a “template configuration”, supported by relevant Business Process documentation and a suitable implementation methodology to enable a faster implementation (due to pre-defined business processes and a matching configuration), and reduced risk.

The pre-configured template approach is an end-to-end solution covering the student life-cycle from initial enquiry to completion, as well as supporting Curriculum Management and Reporting/Compliance processes.

TechnologyOne Student Management System - Solution Status

The Victorian TAFE implementation project, which includes 11 TAFEs with the consortium, began with the centralised design and configuration of a “Single Configuration State” (SCS) solution that matched a “Joint Sector View” of what the SMS solution should deliver. The initial “build” phase for VET functionality was completed during 2011. After sector review and independent testing some further functional developments, which are now being completed, were identified.

The second phase of the Project is the deployment of the SCS solution into the individual TAFEs (with some adjustments to accommodate ‘local’ situations). The deployment phase on the first tranche of individual TAFE sites is underway now, and the additional

developments (and updated SCS) will be delivered shortly. The first TAFE go-live is scheduled for October 2012.

The core functionality of the TechnologyOne Student Management solution has been in production usage for over 10 years. The TAFE-specific functionality will be live in production in October this year. Extensive testing has been carried out during the centralised build/configuration phase of the Victorian TAFE project, including months of testing by an independent testing agent, plus a separate end-to-end review by an Independent Design Management Team (who carried out a validation of the delivered software against the initial requirements matrix and business needs).

Financial Management System for QLD TAFE

Introduction

In June 2012, the Queensland Government tasked the Skills and Training Taskforce with providing independent advice and recommendations to reform and revamp the operations and outcomes of Queensland's VET sector, as part of the newly elected Newman Government's push to reinvigorate the Queensland economy.

On 5th Nov 2012 the QLD Skills and Training Taskforce final report was presented to QLD Gov't with the recommendations for QLD's VET Sector. The QLD Gov't is now in the process of putting together the 5-year VET Action plan.

Current Financial Systems in Use at QLD TAFE

Both Gold Coast Institute of TAFE (GCIT) and Southbank Institute of Technology (SBIT) currently use SAP software for financial management and reporting (currently hosted at the CITEC data centre). This system is provided to all Queensland TAFE institutes by DETE and, prior to 1 July 2013, will be migrated from a shared government instance hosted at CITEC to an internally hosted instance within DETE.

Since the transition to statutory authorities, it has become increasingly evident that the "one size fits all" DETE approach does not satisfy the needs of the two institutes in terms of flexibility and overall functionality and, therefore, has the ability to inhibit the achievement of strategic objectives of the Institutes.

The institutes also currently use the QLD TAFE departmental system, Institutes' Student Administration System (ISAS). ISAS is interfaced to the current SAP financial system to handle student debtors.

Aurion is also used for the Human Resources and Payroll system.

Background of TechnologyOne Discussions with GCIT/SBIT

In July 2012 GCIT and SBIT released an Expression of Interest (EOI) for the Supply & Implementation of an Integrated Financial Management System due to the existing system's inability to support the specific financial management and reporting requirements of the institutes. The EOI was authored jointly by GCIT & SBIT to determine what systems are available to meet their specific needs. Although the institutes may make a decision on a system independently, the rationale for the joint approach was based on the following:

- GCIT and SBIT are the only two Queensland TAFE institutes that have, as yet, been granted the status of statutory authority
- Both institutes use an SAP financial system provided by DETE that they feel does not provide the flexibility and extent of reporting to meet the needs as statutory authorities. Furthermore, since the system is also used by other parties, changes to it cannot simply be made to accommodate specific needs

- Both GCIT & SBIT have the same core requirements that a new integrated financial management system must address

TechnologyOne responded to the EOI and was successful as being selected as the preferred vendor by both the statutory authorities, GCIT and SBIT. Following further engagement and qualification, both institutes were keen pursue purchase and implementation of the proposed TechnologyOne Financial Management System.

It is our understanding that DETE has highly recommended that the institutes hold off on purchase of a new financial management system due to the impending changes to the QLD VET Sector. We understand that one of the main concerns the department has is whether the financial system selected would support the reporting requirements of the Department. The concern for the institutes is being stuck with an out-dated financial management system that was designed to meet the reporting requirements of the department, but does not meet the necessary reporting requirements of the statutory authorities to compete commercially in a contestable market.

Following further engagement with both the department and the statutory authorities, and taking into account the likely future structure of the QLD VET Sector, TechnologyOne has proposed engaging in a proof of concept with the institutes to verify that the proposed TechnologyOne financials solution will meet the reporting requirements of the subsidiary institutes, the parent entity as well as the department.

GCIT has agreed in principle to participate in the proof of concept and has already engaged with TechnologyOne to design the system reporting structure. Further details on the specific requirements/deliverables of the proof of concept are expected to be finalised (through further engagement with GCIT and SBIT) by the end of January 2013. At which time TechnologyOne will meet with DETE to present the proposed proof of concept and reporting structure, to verify that the department's reporting requirements will be met and subsequently request the support of DETE in running the proof of concept with GCIT and SBIT and agreeing on the next steps following a successful outcome.

TechnologyOne's Experience in the Education Sector

Listed on the ASX, headquartered in Fortitude Valley QLD and operating throughout Australia and New Zealand, TechnologyOne Limited (ASX: TNE) is a leading Australian enterprise software solutions provider with the largest enterprise software research & development centre in Australia. For 25 years we have been providing comprehensive and deeply integrated enterprise software solutions for around 900 clients in a range of industries including the Education sector. Our commitment to these organisations is reflected in our employment of over 800 staff across our 13 offices, with the majority of these staff based in our head office in Fortitude Valley.

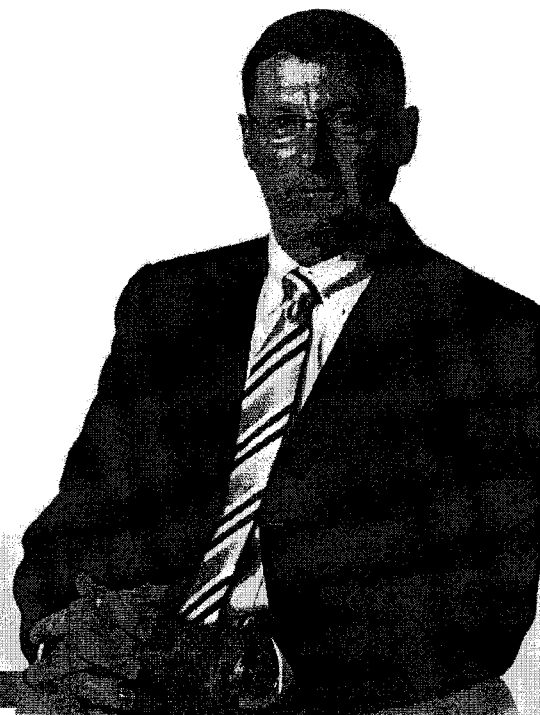
Our experience providing business software solutions to the education sector goes back over 25 years, having amassed over 40 tertiary institutions using our Financials software solution and around one third of tertiary institutions in Australia using our Student Management System. We continue to work closely with our clients to ensure we design and develop best practise solutions such as our OneEducation solution designed specifically for the Education sector. Last year we invested \$32M into research and development alone.

Steve Terry

Regional Manager, Queensland

Steve is a seasoned executive with extensive high level sales management experience who has developed and led businesses in a senior capacity for more than 20 years.

As Regional Manager, Queensland Steve is responsible for the Sales, Delivery, Consulting and Project management for Technology One's Queensland region. He is also involved with various industry bodies, advisory and analyst groups. Steve has an in-depth understanding of identifying business solutions to assist clients in meeting



Skills and expertise

- ✓ Demonstrated expertise in executive management and leadership in the enterprise software environment
- ✓ Lived and worked in Asia Pacific, the US and China
- ✓ Extensive exposure to the telecommunications and financial services sectors
- ✓ Demonstrated experience in the delivery of ERP software and large long term engagements.
- ✓ Has built and driven significant business across diverse Asia Pacific regions
- ✓ Been involved in the IPO process of a global company

Background

Currently

Regional Manager, Queensland
TechnologyOne since 2010

Previously held positions:

Passlogix:

Enterprise sign-on and network authentication software
Managing Director Asia Pacific

iPass:

Enterprise mobility services
Vice President Asia Pacific;
Managing Director Asia Pacific

Interests

- ✓ AFL football
- ✓ Family
- ✓ Politics

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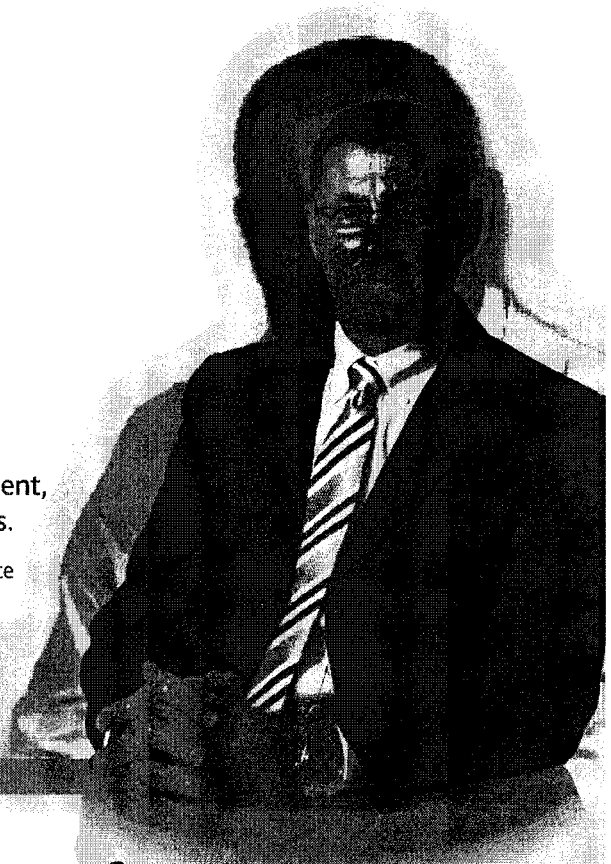
Transforming businesses, making life simple

Paul Rogers

Operating Officer, Consulting Services

Paul is a highly experienced professional and has been delivering IT-enabled business transformation in a number of business development, project delivery and practice leadership roles for more than 15 years.

As Operating Officer, Consulting Services, Paul leads TechnologyOne's vision to create and sustain a world class consulting business that provides a compelling customer experience for customers. Paul has extensive experience delivering projects including ERP programs across the telecommunications, mining, utilities, government and



Skills and expertise

- ✓ Project and Program Delivery across number of sectors including utilities, Telco and financial services
- ✓ Managing delivery teams of up to 250 people
- ✓ Demonstrated expertise in supporting clients in developing IT strategy
- ✓ Delivery of projects for companies including BHP Billiton, Nestle, Fonterra, AT&T, Queensland Motorways, UK Post Office and Corporate Express
- ✓ Management of complex integration projects
- ✓ Experience in building strong relationships and presenting solutions to 'C' suite executives

Background

Currently

Operating Officer, Consulting Services
TechnologyOne since February 2012

Previously held positions:

IBM

Global Business Services – Australia
SAP Practice Lead ANZ

PWC

Consulting – United Kingdom
Program Director

Northern Telecom – United Kingdom
Project Manager

Interests

- ✓ Rugby
- ✓ Yachting

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Queensland

Capability statement for the government sector

Why TechnologyOne should be your software solution provider of choice

Government is a multi-faceted sector that operates in a shifting and demanding environment and requires delivery of a myriad of services to diverse stakeholders. Managing the complexities of an organisation across a range of disparate responsibilities from public accountability and compliance, recruitment and staff retention to political change, sustainability and climate change is a challenging task.

Meeting this challenge requires a proven, scalable solution with strong functionality and the flexibility to adapt as government organisations and as their requirements evolve - without relying on third party contractors. Government departments and agencies need a reliable, accountable and responsive partner that understands and meets their needs.

TechnologyOne is a leading enterprise software solutions provider and one of Australia's largest publicly listed software companies. We have been delivering software solutions to all levels of government for more than 25 years. Today, more than 130 government departments and agencies use TechnologyOne's enterprise software solutions to manage their complex requirements.

Our focus is ensuring our customers are provided with solutions that transform their business and make their working life simple. Simplicity is the elegance of doing more with less and is a philosophy TechnologyOne embraces in everything it does for customers. Our commitment is to support a culture that fosters innovation and provide software that is easy, simple, intuitive and pleasurable to use and removes needless complexity.

TechnologyOne partners with government customers from the research and development stage through to implementation of our integrated solutions to ensure we continue to meet our customers' changing needs.

Our government customers range in size, from less than 100 to thousands of staff and use the same software, which is scalable, highly configurable (without customisation) which is designed to minimise recurring costs. Our back-office enterprise solutions provide output and outcome reporting, accrual, modified accrual and cash accounting, grant management, project accounting, budgeting and funds control, document management, agenda and minute management and workflow.

TechnologyOne can also provide a range of other specific solutions for the Queensland Government, including:

- ✓ Grants Management
- ✓ eMinisterials, to log and track correspondence that comes through to the Minister's office
- ✓ Customer Relationship Management, to manage and track stakeholders
- ✓ Corporate Performance Management, to understand and report on government information
- ✓ Consulting services.

TechnologyOne is also recognised by international funding agencies World Bank and AusAid as one of very few enterprise software providers capable of providing solutions to emerging or post-conflict organisations throughout the Asia Pacific region.

TechnologyOne Cloud

TechnologyOne is investing heavily in the next wave of business applications where cloud based applications and mobility will drive further deployment, support remote and home workers, and provide additional options not previously possible regarding the accessibility of information.

Around the world, Cloud Computing is the latest technology opportunity and we believe it will become the prominent platform for software delivery in the future. In November 2010, we announced plans to develop a Cloud Computing platform, TechnologyOne Cloud, to ensure we can easily transition customers, as and when they ready to move to the cloud, with elegantly simple enterprise software.

We believe that our Government solutions delivered on the Cloud will have a compelling return on investment. We are aware of the importance of data sovereignty with cloud based solutions and therefore are currently working towards partnering with Australian based hosts.



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Our customers

TechnologyOne has more than 100 government customers, including:

Queensland

- ✓ The Public Trustee
- ✓ Corporate Administration Agency
- ✓ Legal Aid
- ✓ Tourism Queensland

Other

- ✓ Whole of Government, Tasmania
- ✓ Whole of Government, Papua New Guinea
- ✓ Whole of Government, Samoa
- ✓ Ministry of Justice, New Zealand
- ✓ Department of Innovation, Australia
- ✓ Bank Negara, Malaysia
- ✓ Ministry of Defence, New Zealand
- ✓ Department of Education and Training, Western Australia
- ✓ Ministry of Agriculture and Forestry, New Zealand
- ✓ Department of Climate Change, Australia
- ✓ Federal Court of Australia
- ✓ VicTrack, Victoria
- ✓ Australian National Audit Office

In Australia, New Zealand, the South Pacific, Asia and the United Kingdom, TechnologyOne has more than 800 customers across the government, local government, higher education, managed services, health and community and financial services sectors.

Some of our blue chip customers include:

- ✓ University of Melbourne
- ✓ Institute of Chartered Accountants
- ✓ Queensland University of Technology
- ✓ Brisbane Airport
- ✓ Unity Water
- ✓ Moreton Bay Regional Council
- ✓ Salvation Army
- ✓ Healthscope
- ✓ Adelaide Bank.

The TechnologyOne enterprise suite offers one solution with one interface and one database, designed to drive innovation, improve operational efficiencies and introduce measurable process improvement. Our difference is *The Power of One* - we develop, market, sell, implement and support our own world class software solutions.

Testimonials

"The new system will enable better prioritisation of Government efforts and improved fiscal control to be achieved through improved planning, budgeting, and monitoring."

Thaddeus Kambanei, Secretary for the Department of Finance, Government of Papua New Guinea

"TechnologyOne stood out as the best fit for the Government of Samoa. The strength of its products and experience in government gave us confidence that we could rely on the TechnologyOne's experience to ensure a successful project."

Lusia Sefo Leau, Project Director, Government of Samoa

One vision.

For the industries we serve and the software solutions we deliver.

One vendor.

Responsible for the end-to-end service and care of our customers.

One experience.

A compelling, positive experience, which enhances our customers' success.

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Lisa Pennisi

From: Tim Rawlings
Sent: Thursday, 7 February 2013 11:32 AM
To: Lisa Pennisi
Subject: FW: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

Hey Lis,

Are you able to check to make sure this one went on to the lobby register?

Thanks

Tim

From: Mark Powell [mailto:[redacted](#)] RT Act - Disclosure would, on balance, be con
Sent: Monday, 7 January 2013 3:59 PM
To: Education
Cc: Santo Santoro; Tim Rawlings
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

Dear Minister

I would be grateful if you could find the time to meet with Mr Steve Terry, the Queensland State Manager of TechnologyOne, a client of Santoro Consulting registered on the Queensland Lobbyist Register.

TechnologyOne is a leading, ASX listed, enterprise software solutions provider, providing integrated software solutions for business and government for over 25 years. TechnologyOne is one of the largest local Australian technology companies and has a solid track record in the delivery of cost and efficiency savings to Government Departments and Agencies.

Of particular interest to you, TechnologyOne has been working in partnership with organisations in the education sector for almost 20 years. Through their partnerships with leading providers, they know what their education sector customers want and need: to concentrate on the core business and provide a comprehensive software solution that minimises administrative repetitiveness and maximises functionality to ensure a focus on what really matters.

Following the work of the Skills and Training Taskforce last year and the release of the Newman Government's plan to revitalise Queensland's Vocational Education and Training (VET) sector, Mr Terry would like to arrange a meeting with you to discuss how TechnologyOne can support the Education and VET sectors in Queensland, with a particular focus on enhancements and alternatives to the current ISAS system.

We hope to discuss this with you and would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: Act - Disclosure would, on balance, be co

P: +61 7 3262 4266

F: +61 7 3262 9965

E: f the RTI Act - Disclosure would, on balance, be contrary to

W: <http://www.santosantoro.com>

Postal Address:

PO Box 765

Albion Qld 4010

Australia

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Lisa Pennisi

From: Tim Rawlings
Sent: Wednesday, 20 February 2013 6:06 PM
To: Lisa Pennisi
Subject: FW: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

Hey Lisa,

Just confirming that this is on the register, just tidying up some emails...

Cheers

Tim

From: Mark Powell [mailto:[redacted](#)] TI Act - Disclosure would, on balance, be con
Sent: Monday, 7 January 2013 3:59 PM
To: Education
Cc: Santo Santoro; Tim Rawlings
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - TechnologyOne

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Kind regards

Mark Powell
Partner
Santoro Consulting

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Lisa Pennisi

From: Mark Powell [TI Act - Disclosure would, on balance, be cont]
Sent: Sunday, 24 February 2013 11:09 PM
To: Lisa Pennisi
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Lisa

Further to our correspondence below requesting a meeting with the Minister, I am pleased to confirm that the outstanding tenders referred to below have been finalised and the contracts have been finalised.

As this was the reason for postponing the meeting with [redacted] from Intalock, I hoped we could now proceed to reschedule the meeting with Ms Crawford and Mr Rawlings.

Kind regards

Mark Powell
Partner
Santoro Consulting

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F: +61 7 3262 9965
E: [redacted]
W: <http://www.santosantoro.com>

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On 05/12/2012, at 1:54 PM, Tim Rawlings <tim.rawlings@ministerial.qld.gov.au> wrote:

Thanks Mark

In relation to this I think it is best to postpone the meeting to a more appropriate time.

Thanks again for your advice.

Kind regards

Tim

From: Mark Powell [mailto:RTI Act - Disclosure would, on balance, be contra]
Sent: Thursday, 29 November 2012 2:22 PM
To: Fiona Crawford
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Fiona

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Thank you very much in advance for your consideration of these matters and in anticipation of your advice.

Kind regards

Mark Powell
Partner
Santoro Consulting

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P: +61 7 3262 4266
F: +61 7 3262 9965
E: RTI Act - Disclosure would, on balance, be contra
W: <http://www.santosantoro.com>

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If you have any concerns, I invite you to contact the Office on 3237 0028.

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Quinn Sunderland | Acting Personal Secretary/Office Manager |
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From: "Santo Santoro" <santo@santosantoro.com>
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies
Date: 8 November 2012 8:10:38 AM AEST
To: <education@ministerial.qld.gov.au>
Cc: <fiona.crawford@ministerial.qld.gov.au>, <tim.rawlings@ministerial.qld.gov.au>,
[redacted]

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Lisa Pennisi

From: Lisa Pennisi
Sent: Monday, 25 February 2013 10:59 AM
To: Fiona Crawford (Fiona.Crawford@ministerial.qld.gov.au); Tim Rawlings (Tim.Rawlings@ministerial.qld.gov.au)
Subject: FW: MEETING: Santo Santoro & Intalock Technologies

Hi Fi and Tim

You happy to meet?

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Thank you Lis

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Lisa Pennisi

From: Fiona Crawford
Sent: Monday, 25 February 2013 11:58 AM
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Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Yep. Tim do you want me to come along?

Cheers
Fiona

Disclosure would, on balance

Sent from my iPad

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On 05/12/2012, at 1:54 PM, Tim Rawlings <tim.rawlings@ministerial.qld.gov.au> wrote:

Thanks Mark

In relation to this I think it is best to postpone the meeting to a more appropriate time.

Thanks again for your advice.

Kind regards

Tim

From: Mark Powell [mailto:RTI Act - Disclosure would, on balance, be contra]
Sent: Thursday, 29 November 2012 2:22 PM
To: Fiona Crawford
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Fiona

Further to our recent correspondence about our meeting scheduled for 10 December, I have just been advised that a tender has been issued by the Department ([DETE101163](#) Invitation to Offer for an Intrusion Protection System and Dedicated Vulnerability Assessment Service), to which Intalock wishes to respond. There may be other similar tenders in relation to data backup, archiving and security matters to which they may also wish to respond.

The purpose of requesting a meeting with your office was not to discuss any such tenders, but rather to introduce Intalock and discuss opportunities to increase the efficiency of data management services to the Department. However, given these developments, it may not be appropriate to meet at this time.

Can you please advise as to the most appropriate path forward? This may be to defer our meeting until the New Year, after any open tenders have been decided as per the usual and appropriate process.

Thank you very much in advance for your consideration of these matters and in anticipation of your advice.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: [redacted] - Disclosure would, on balance, be

P: +61 7 3262 4266

F: +61 7 3262 9965

E: [redacted] RTI Act - Disclosure would, on balance, be contra

W: <http://www.santosantoro.com>

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On 23/11/2012, at 1:21 PM, Fiona Crawford <fiona.crawford@ministerial.qld.gov.au> wrote:

Dear Mark,

Further to the attached email correspondence, please accept this meeting request of Fiona and Tim's availability to meet with yourself and [redacted] of Intalock Technologies.

Your offer of background information is gladly accepted; it would be appreciated if the information could be provided directly to Fiona and Tim no later than COB Thursday 6 December 2012.

If you have any concerns, I invite you to contact the Office on 3237 0028.

Kind regards,

Quinn Sunderland | Acting Personal Secretary/Office Manager |
Office of **The Hon. John-Paul Langbroek MP** |
Minister for Education, Training and Employment |
E-mail: Quinn.Sunderland@ministerial.qld.gov.au
Phone: (07) 3237 0028 | Fax: (07) 3211 8011

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From: "Santo Santoro" <santo@santosantoro.com>
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies
Date: 8 November 2012 8:10:38 AM AEST
To: <education@ministerial.qld.gov.au>
Cc: <fiona.crawford@ministerial.qld.gov.au>, <tim.rawlings@ministerial.qld.gov.au>,

he RTI Act - Disclosure would, on balance, be contrary

Dear Minister

I would be grateful if you could find the time to meet with Disclosure would, on balance, from Intalock Technologies, a client of Santoro Consulting registered on the Queensland Lobbyist Register.

Locally owned and based in Brisbane, Intalock's business model is to partner with the world's leading ICT companies to deliver innovative solutions with a speciality in managing and securing data. Intalock does not develop its own software, rather they specialise in designing, implementing and operating software and hardware from third party partners. Their unique value is that they are focused being the single point of contact and delivering the world's best consulting services, using some of Australia's best technology consultants.

As you may be aware, Intalock currently deliver data management and enhancement products and services to your Department, both in terms of the Education and TAFE sectors. Disclosure would, on balance, would like to discuss opportunities to increase the efficiency of services to the Department: increasing services and reducing costs (he conservatively estimates that this could result in savings to your Department of over \$20 million per year). In part, this is because some of the current arrangements within the Department for related services have not been updated over a decade and in that time, major technological and commercial advances have been made, presenting this unique opportunity.

We hope to discuss this with you, and as such would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

With sincere thanks in anticipation of your kind assistance.

The Hon Santo Santoro
Director
Santoro Consulting
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Lisa Pennisi

From: Mark Powell [RTI Act - Disclosure would, on balance, be cont]
Sent: Tuesday, 5 March 2013 12:05 PM
To: Lisa Pennisi
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Lisa

Further to your call this morning, I have confirmed that [RTI Act - Disclosure would, on balance, be cont] is available on the morning of Thursday 14th March 2013 to meet with Mr Rawlings.

Please give me a call when you have a moment to finalise the arrangements.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: [RTI Act - Disclosure would, on balance, be co]
P: +61 7 3262 4266
F: +61 7 3262 9965
E: [RTI Act - Disclosure would, on balance, be contrary to t]
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On 24/02/2013, at 11:09 PM, Mark Powell [RTI Act - Disclosure would, on balance, be contra] wrote:

Dear Lisa

Further to our correspondence below requesting a meeting with the Minister, I am pleased to confirm that the outstanding tenders referred to below have been finalised and the contracts have been finalised.

As this was the reason for postponing the meeting with [redacted] from Intalock, I hoped we could now proceed to reschedule the meeting with Ms Crawford and Mr Rawlings.

Kind regards

Mark Powell
Partner
Santoro Consulting

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On 05/12/2012, at 1:54 PM, Tim Rawlings <tim.rawlings@ministerial.qld.gov.au> wrote:

Thanks Mark

In relation to this I think it is best to postpone the meeting to a more appropriate time.

Thanks again for your advice.

Kind regards

Tim

From: Mark Powell [mailto:[redacted]]
Sent: Thursday, 29 November 2012 2:22 PM
To: Fiona Crawford
Cc: Tim Rawlings
Subject: Re: MEETING: Santo Santoro & Intalock Technologies

Dear Fiona

Further to our recent correspondence about our meeting scheduled for 10 December, I have just been advised that a tender has been issued by the Department ([DETE101163](#) Invitation to Offer for an Intrusion Protection System and Dedicated Vulnerability Assessment Service), to which Intalock wishes to respond. There may be other similar tenders in relation to data backup, archiving and security matters to which they may also wish to respond.

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Can you please advise as to the most appropriate path forward? This may be to defer our meeting until the New Year, after any open tenders have been decided as per the usual and appropriate process.

Thank you very much in advance for your consideration of these matters and in anticipation of your advice.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: [redacted] - Disclosure would, on balance, be

P: +61 7 3262 4266

F: +61 7 3262 9965

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On 23/11/2012, at 1:21 PM, Fiona Crawford <fiona.crawford@ministerial.qld.gov.au> wrote:

Dear Mark,

Further to the attached email correspondence, please accept this meeting request of Fiona and Tim's availability to meet with yourself and [redacted] of Intalock Technologies.

Your offer of background information is gladly accepted; it would be appreciated if the information could be provided directly to Fiona and Tim no later than COB Thursday 6 December 2012.

If you have any concerns, I invite you to contact the Office on 3237 0028.

Kind regards,

Quinn Sunderland | Acting Personal Secretary/Office Manager |
Office of The Hon. John-Paul Langbroek MP |
Minister for Education, Training and Employment |

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From: "Santo Santoro" <santo@santosantoro.com>
Subject: Request for meeting with The Hon John-Paul Langbroek MP, Minister for Education, Training and Employment - Intalock Technologies
Date: 8 November 2012 8:10:38 AM AEST
To: <education@ministerial.qld.gov.au>
Cc: <fiona.crawford@ministerial.qld.gov.au>, <tim.rawlings@ministerial.qld.gov.au>,

the RTI Act - Disclosure would, on balance, be contrary to

Dear Minister

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We hope to discuss this with you, and as such would be grateful if you could let me know the best person to contact in your office to make arrangements for a meeting or please ask them to give me a call.

With sincere thanks in anticipation of your kind assistance.

The Hon Santo Santoro
Director
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From Mark Powell
To Tim Rawlings
Cc Santo Santoro
Subject Fwd: Follow up to meetings with John Hart, Restaurant & Catering Australia

Dear Tim

Further to Santo's note below and our discussion during dinner with the Minister on 20 August 2012, we would like to arrange a detailed briefing for you personally, with John Hart, on the training and skills gap information that he has and then discuss the policy implications and options for your consideration.

We appreciate that you are currently focussed on the budget at present, but would like to arrange a time in the next month or so, for a substantial meeting with Mr Hart, to discuss these matters.

Additionally, can you please arrange:

- a formal introduction for John Hart to The Hon Saxon Rice MP, your Assistant Minister; and
- a referral to the Minister's diary assistant to arrange dates for your Minister to do two boardroom lunches with industry, that we can arrange for you.

Thank you very much in anticipation of your kind assistance.

Kind regards

Mark Powell
Partner
Santoro Consulting

M: [Redacted]
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Begin forwarded message:

From: "Santo Santoro" <santo@santosantoro.com>
Subject: Follow up to meetings with John Hart, Restaurant & Catering Australia
Date: 23 August 2012 5:56:28 PM AEST
To: <tim.rawlings@ministerial.qld.gov.au>
Cc: "Mark Powell" the RTI Act - Disclosure would, on balance, be contrary to

Dear Tim

I just wanted to drop you a quick note to thank you and John-Paul for the fantastic way you received our client, John Hart, of the Restaurant and Catering Association, at dinner on Tuesday night.

The conversation was very stimulating, in particular around the contribution of the hospitality component of the tourism industry and its implication for training policy and Queensland Government policy more generally.

John assures me that he has access to significant amounts of the sort of training supply/demand and skills gap data that you referred to and that he would be more than happy to share this with you. If appropriate, I thought it might be worthwhile for you to contact him directly to follow up on the discussions you had, and to arrange next steps in terms of discussions with you and members of your policy team on some of the specifics.

Additionally, as discussed at dinner and agreed with the Minister, can you please assist us to arrange:

- a formal introduction for John to The Hon Saxon Rice MP, your Assistant Minister; and
- dates for your Minister to do two boardroom lunches with industry, that we can arrange for you.

Again, thank you very much for your assistance.

With my kind regards and best wishes always

The Hon Santo Santoro
Director
Santo Santoro Consulting
Ph: 61-7-3262 4266
Fax: 61-7-3262 9965
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