



Residential Tenancies Authority

Annual Report

2022–23

Contents

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Acknowledgement of Country

The Residential Tenancies Authority respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this Country. We recognise their continuing connection with the lands and seas on which we meet, live, learn and work. We pay our respects to all Traditional Owners and to their Elders past, present and emerging.

Letter of compliance

12 September 2023

The Honourable Meaghan Scanlon MP
Minister for Housing
GPO Box 5078
Brisbane Qld 4001

Dear Minister

I am pleased to present the Annual Report 2022–23 and financial statements for the Residential Tenancies Authority (RTA).

I certify this Annual Report complies with:

- the prescribed requirements of the Financial Accountability Act 2009 (Qld) and the Financial and Performance Management Standard 2019 (Qld), and
- the detailed requirements set out in the Annual report requirements for Queensland Government agencies.

A checklist outlining compliance with the annual reporting requirements can be found on page 93 of this report.

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. R. Ryan', with a stylized flourish at the end.

Steve Ryan
Board Chair, Residential Tenancies Authority

Chair's message

It is my pleasure to present the *RTA Annual Report 2022–23*, which details the RTA's activities and achievements against our strategic priorities in 2022–23.

This year Queensland's residential rental sector experienced ongoing pressure as vacancy rates reached historic lows and weekly median rents continued to rise. The Queensland Government responded in several ways:

- **Queensland Housing Roundtables and Summit**
The Premier of Queensland hosted two housing roundtables (16 September 2022 and 28 March 2023) and one housing summit (20 October 2022), inviting industry experts to come together to identify solutions to immediate challenges being experienced by Queenslanders.
- **Changes to renting secondary dwellings**
On 23 September 2022, the Queensland Government announced that property owners could now rent secondary dwellings, such as granny flats, to non-household members.
- **Rental reform consultation**
From 18 April 2023 to 29 May 2023, the Queensland Government invited the community to have their say on five key reform areas: installing modifications; making minor personalisation changes; balancing privacy and access; improving the rental bond process; and fairer fees and charges.

I would like to take this opportunity to formally welcome our new Minister for Housing, the Honourable Meaghan Scanlon MP, and Director-General of the Department of Housing, Mark Cridland. I thank you for your interest in and support for our work so far as we continue towards our vision of making renting work for everyone. I would also like to thank former Minister for Communities, Housing and Digital Economy, the Honourable Leeanne Enoch MP, former Director-General Clare O'Connor, and their staff for helping the RTA achieve positive outcomes for the sector in what has been an incredibly challenging few years.

The RTA is committed to working closely with sector stakeholders to ensure continuous improvement of our services and resources. As Chair of the RTA Stakeholder Forum, I know how valuable it is when senior representatives from key stakeholder groups come together to discuss strategic issues, trends, and opportunities for collaboration within our sector. Visiting and connecting with regional areas of Queensland to gain a greater understanding of local issues is also an important part of our work. In October 2022 the RTA Board visited Rockhampton, where we toured low-cost rental housing at Talbot Estate and met with 25 community stakeholders. In May 2023 we visited Emerald, where we toured supported accommodation facilities at Central Highlands Community Services and met with 18 local stakeholders.

As I reflect on the first year of our *RTA Strategic Plan 2022–26*, and my first year as Board Chair, I'm most proud of the professionalism and resilience of the RTA team. You are what the RTA is about, and we can paint a very good picture of what you do precisely because you do it so well for so many in our community. On behalf of the Board, I would like to thank CEO Jennifer Smith, the Executive Leadership Team, and the wonderful RTA staff for your dedication to our sector. I look forward to seeing what we achieve together in the year ahead.



Steve Ryan
Board Chair, Residential Tenancies Authority

CEO's message

In 2022–23, the RTA continued to **prioritise the delivery of positive outcomes** and experiences for our customers and staff. We recognise that the rental sector has experienced **some significant changes** over the past few years, and this is reflective of the increased demand for our tenancy information and support services. This financial year, our people answered 344,056 calls, conciliated 22,112 disputes, investigated 764 alleged offences and processed 759,113 Web Services requests, reflecting our strategic digital transformation. Importantly, and despite the diverse and complex circumstances they face, RTA customers valued our services and awarded us a customer satisfaction rating of 82.6 per cent.

By working with the Queensland Government and partnering with our sector stakeholders, we provided Queenslanders with timely, accurate and impartial information and education to help them understand and prepare for changes to their rights and responsibilities. This included:

- changes to approved reasons for ending a tenancy, renting with pets and repair orders, which commenced on 1 October 2022
- changes to limit the frequency of rent increases to no more than once every 12 months, which commenced for all new and existing tenancies from 1 July 2023
- changes to minimum housing standards for new tenancies, which will commence for new tenancies from 1 September 2023 and for all tenancies on 1 September 2024.

To align our efforts to achieving the strategic objectives outlined in our *RTA Strategic Plan 2022–26*, in January 2023 we appointed a Chief Transformation Officer and established a Transformation Office. Our Transformation Office is responsible for driving a targeted and coordinated approach to the RTA's comprehensive transformation program and ensuring internal and external stakeholders are prepared for and supported through change. To support this goal internally we launched our RTA Roadmap, which outlines our key projects and shared journey to build strong foundations, develop new capabilities and extend value for our people and customers.

The RTA continued to invest in our customers and people in 2022–23 through some of the following initiatives:

- the launch of the latest product in our RTA Web Services suite, the Bond Search Web Service, and the decommissioning of our legacy eServices platform
- the commencement of several digital project and programs designed to enhance and uplift our digital infrastructure and provide modern technologies for our staff and customers
- the development of a three-year Customer Experience Action Plan, to expand and transform the services we provide to our customers
- the streamlining of our public-facing quarterly median rents data, to make the information easier for customers to use and understand
- the delivery and participation in 129 engagement activities, including 39 face-to-face information sessions across Queensland.

There are many people who contribute to the RTA's success. Thank you to the Minister for Housing, the Honourable Meaghan Scanlon MP, Director-General of the Department for Housing, Mark Cridland, and their staff. I also thank the RTA Board Chair Steve Ryan and Board Directors, the Executive Leadership Team, and our Stakeholder Forum and Stakeholder Working Group members. Lastly, and most importantly, thank you to our staff for your enduring commitment to supporting each other and positively serving our community.



Jennifer Smith
Chief Executive Officer

Part 1: Introduction

About us

Our vision and purpose

The Residential Tenancies Authority (RTA) is Queensland's independent and impartial statutory authority that administers the *Residential Tenancies and Rooming Accommodation Act 2008* (RTRA Act) and *Residential Tenancies and Rooming Accommodation Regulation 2009*. The RTA is governed by a Board of Directors appointed by the Queensland Parliament's Governor in Council, and is responsible to the Minister for Housing, the Honourable Meaghan Scanlon MP.

Our vision is to help make renting work for everyone through the provision of services that uphold fairness, integrity, and balance within Queensland's residential rental sector. We provide:

- general tenancy information through our website, podcasts, webinars, factsheets, publications and eNewsletters, to support our customers to understand their rights and responsibilities
- tailored education through events and stakeholder engagement activities, to ensure we're responding to sector trends and local issues
- extensive bond management and tenancy information services online and through our Contact Centre, which is open five days a week during business hours and provides immediate escalated support for vulnerable customers
- a free dispute resolution service, to help parties resolve issues without the need for legal action
- regulation through appropriate and effective regulatory action to drive and uphold compliance with Queensland rental laws.

As pressure in the sector continued in 2022–23, our focus for this financial year was to support the sector to prepare for and navigate legislative changes and respond to emerging trends through education and compliance activities.

Our strategy and objectives

The *RTA Strategic Plan 2022–26* sets our future direction and outlines our key objectives and strategies to achieve our vision and purpose. Through this plan, we aim to:

- provide differentiated services and experiences
- extend positive influence and impact in the rental sector
- build a more sustainable and contemporary organisation
- digitally transform our internal and external service provision.

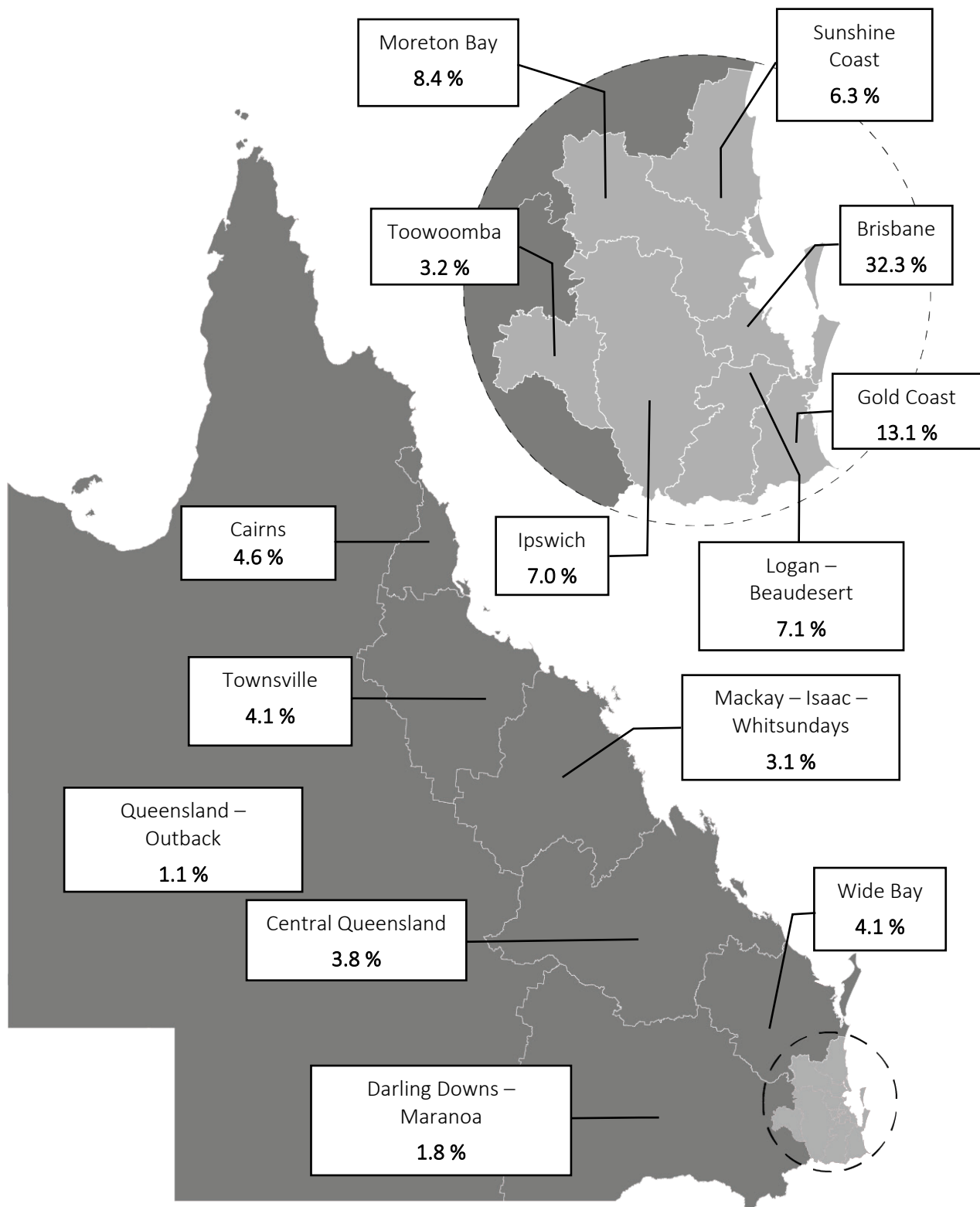
A copy of the *RTA Strategic Plan 2022–26* can be found on page 43 of this report.

This year we also launched our new RTA Roadmap, which outlines our shared journey from 2023–26 to give staff more certainty and clarity about what's ahead for us as an organisation. The roadmap provides a high-level overview of what projects and initiatives are in the pipeline to deliver our strategic priorities, and the benefits and impacts they'll have on our people, customers and business partners.

Queensland's residential rental sector

Bonds held throughout Queensland

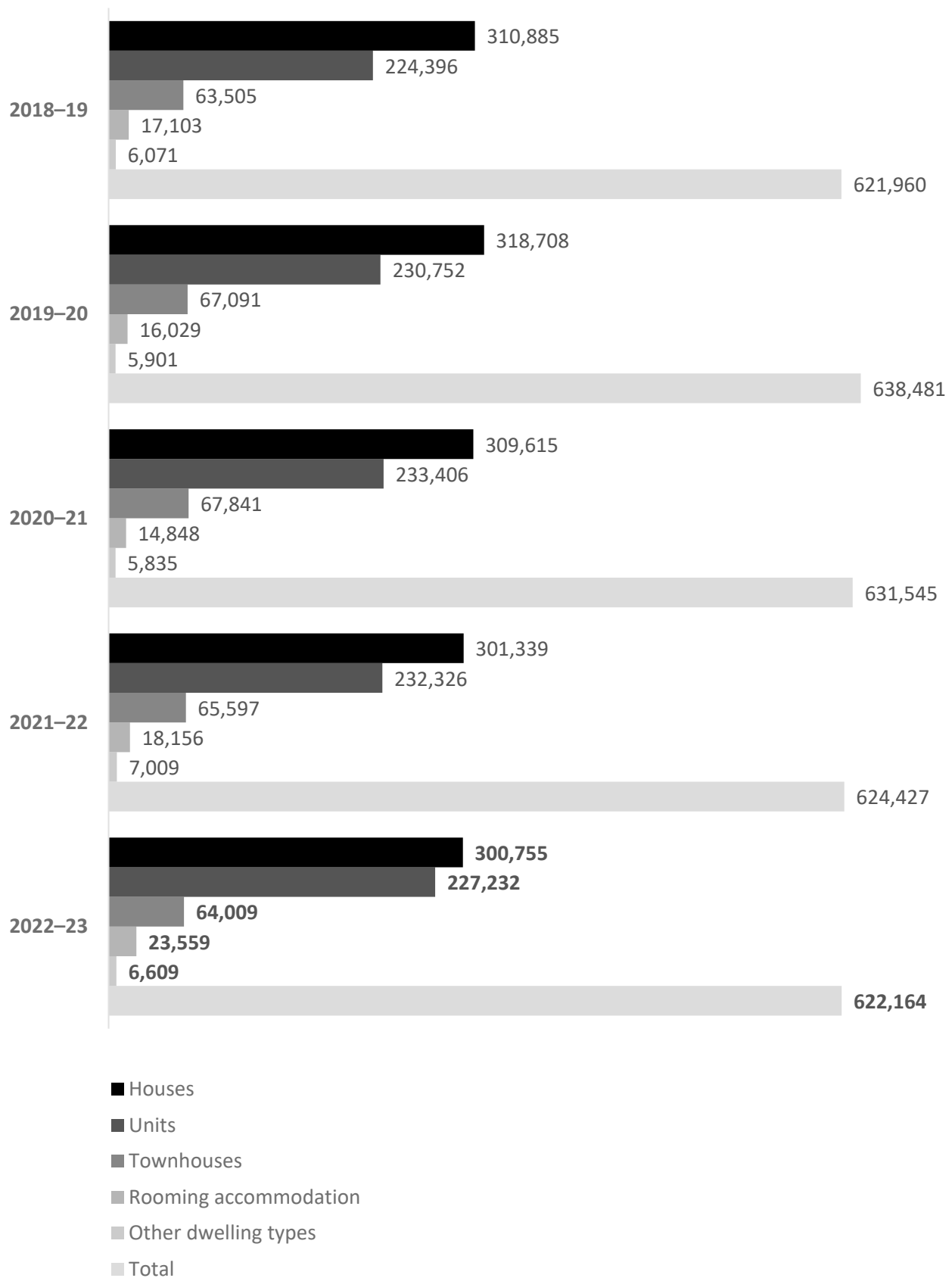
The data below is based on bonds held by the RTA as of 30 June 2023. Locations of major regions in Queensland below are based on Statistical Area Level 4 (SA4s)¹.



1. SA4s are the largest sub-state regions in the main structure of the Australian Statistical Geography Standard (ASGS) and are designed for the output of a variety of regional data by the Australian Bureau of Statistics (ABS), representing labour markets or groups of labour markets within each state and territory.

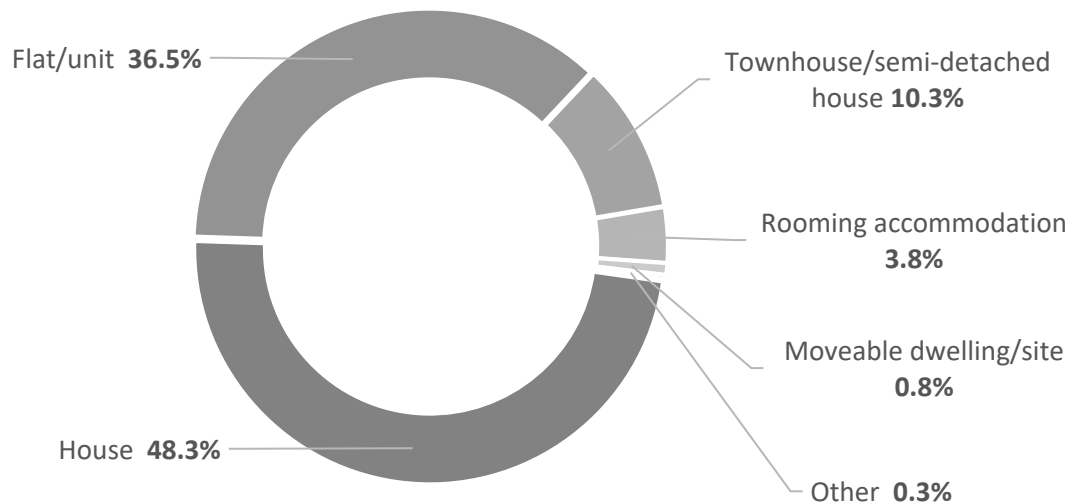
Bonds held by dwelling type

The data below shows the total bonds held per dwelling type in the June quarter of each financial year between 2018–19 and 2022–23.



Dwelling type

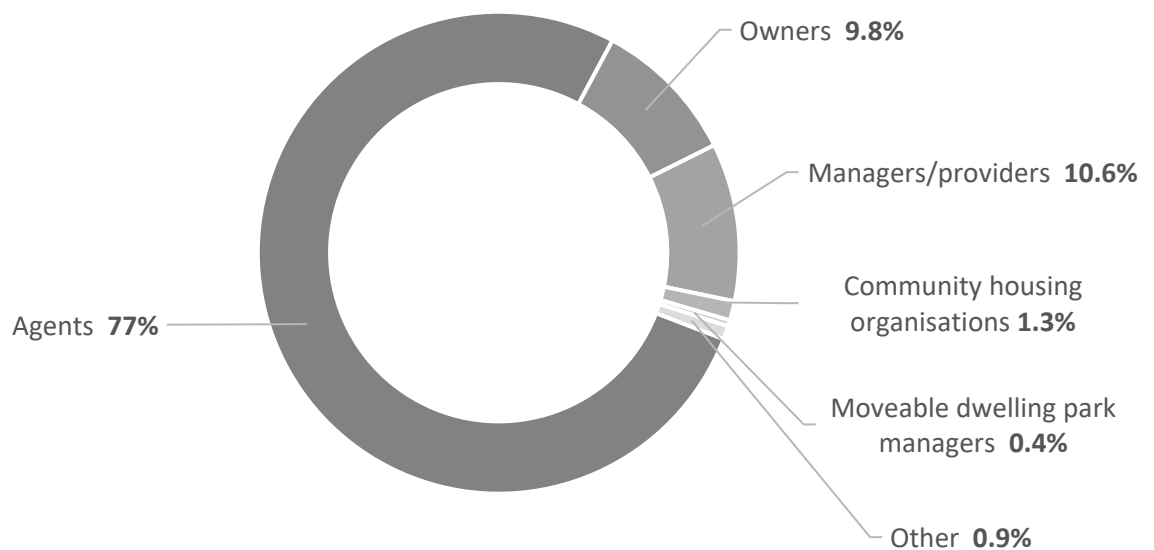
The data below shows the percentage of dwelling types in Queensland based on bonds held in the June quarter of each financial year.



95.1% of dwellings are houses, flats and townhouses

Managing parties

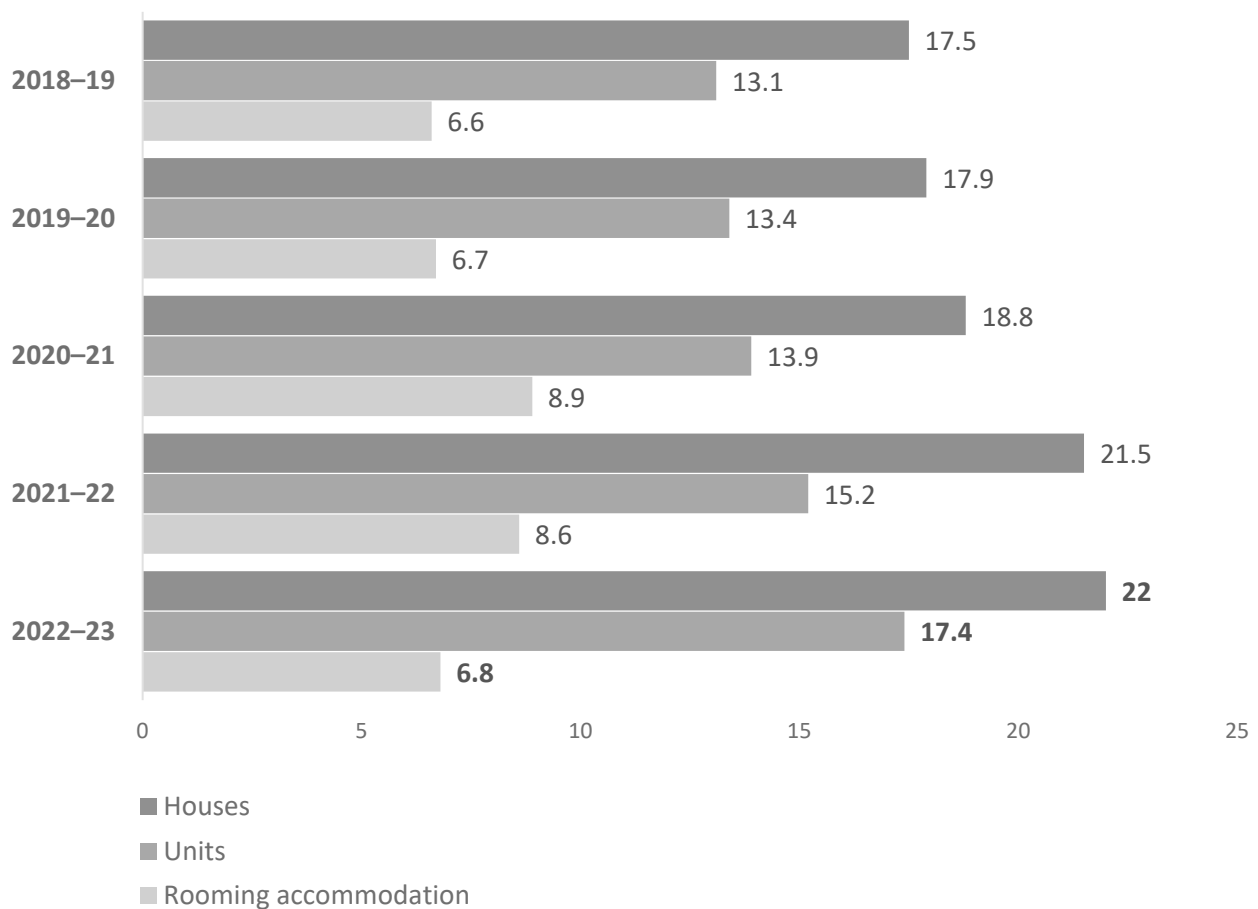
The data below shows the percentage of parties responsible for managing tenancies in Queensland based on bonds held in the June quarter of each financial year.



Approximately **87.6%** of rental properties are managed by real estate agents and property managers/providers

Median length of tenancies

The data below shows median length of tenancies (months) in Queensland based on bonds held between 2018–19 and 2022–23.



Weekly median rents for Queensland

The data below shows median weekly rents for all dwelling types based on new bonds lodged in the June quarter of each financial year between 2013 and 2023.

2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
\$350	\$350	\$350	\$350	\$360	\$360	\$365	\$370	\$385	\$450	\$510

The RTA publishes median weekly rents data on our website each quarter, which can be explored by dwelling type, postcode, suburb, local government area, and statewide data. This ensures customers can self-service the most relevant median weekly rents for their preferred dwelling type and location.

Weekly median rents for major urban areas

The data below is based on new bonds lodged with the RTA in the June quarters of 2022 and 2023 and shows the year-on-year percentage change. Locations of major centres in Queensland below is based on Significant Urban Areas¹.

	2 bedroom flat/unit			3 bedroom house		
Location	2022	2023	% change	2022	2023	% change
Brisbane	\$465	\$550	18.3%	\$480	\$540	11.3%
Bundaberg	\$310	\$340	9.7%	\$410	\$470	14.6%
Cairns	\$375	\$425	13.3%	\$480	\$530	10.4%
Emerald	\$280	\$330	17.9%	\$385	\$420	9.0%
Gladstone – Tannum Sands	\$280	\$300	7.1%	\$370	\$400	8.1%
Gold Coast – Tweed Heads	\$560	\$650	16.1%	\$700	\$750	7.1%
Gympie	\$300	\$340	13.3%	\$450	\$440	-2.2%
Hervey Bay	\$370	\$385	4.1%	\$450	\$480	6.7%
Kingaroy	\$303	\$320	5.6%	\$365	\$405	11.0%
Mackay	\$350	\$375	7.1%	\$460	\$490	6.5%
Maryborough	\$260	\$300	15.4%	\$375	\$440	17.3%
Mount Isa	\$275	\$280	1.8%	\$450	\$450	0.0%
Rockhampton	\$290	\$320	10.3%	\$400	\$420	5.0%
Sunshine Coast	\$515	\$550	6.8%	\$620	\$650	4.8%
Toowoomba	\$300	\$350	16.7%	\$400	\$450	12.5%
Townsville	\$320	\$350	9.4%	\$390	\$420	7.7%
Warwick	\$245	\$300	22.4%	\$350	\$400	14.3%
Yeppoon	\$380	\$370	-2.6%	\$480	\$540	12.5%
Queensland	\$450	\$520	15.6%	\$450	\$500	11.1%

1. Australian Bureau of Statistics. (2016) Significant Urban Areas. Australian Statistical Geography Standard (ASGS) (ABS Cat. 1270).
The Significant Urban Area (SUA) structure of the Australian Statistical Geography Standard (ASGS) represents significant towns and cities of 10,000 people or more.

Operational highlights

Contact Centre phone enquiries

2018–19	2019–20	2020–21	2021–22	2022–23
360,399	426,615 [^]	423,221 [*]	368,695 [†]	344,056

[^]Includes 30,786 COVID-19 hotline enquiries ^{*}Includes 7,071 COVID-19 hotline enquiries [†]Includes 4,839 COVID-19 enquiries

New bond lodgements ¹

2018–19	2019–20	2020–21	2021–22	2022–23
267,210	268,188	238,099	232,011	226,442

Number of bonds held ² (30 June)

2018–19	2019–20	2020–21	2021–22	2022–23
621,960	638,481	631,545	624,427	622,164

Value of bonds held ³ (\$'M 30 June)

2018–19	2019–20	2020–21	2021–22	2022–23
900.8 [^]	943.4	971.0	1,025.0	1,142.5

[^] Figure updated due to the definition of unclaimed bond monies being redefined

Conciliated disputes ⁴

2018–19	2019–20	2020–21	2021–22	2022–23
17,627	19,882 [^]	21,163 [*]	19,733 [†]	22,112

[^] Includes 1,791 COVID-19 related disputes ^{*}Includes 1,080 COVID-19 related disputes [†] Includes 53 COVID-19 related disputes

Investigations finalised ⁵

2018–19	2019–20	2020–21	2021–22	2022–23
1,159 (received 1,040 requests)	1,050 (received 925 requests)	567 (received 490 requests)	241 (received 243 requests)	308 (received 254 requests and commenced 50 proactive investigations)

Website visits

2018–19	2019–20	2020–21	2021–22	2022–23
2,270,595	2,939,273	3,123,023	3,396,313	3,748,751

Operating surplus/(deficit) (\$'M)

2018–19	2019–20	2020–21	2021–22	2022–23
8.6	(43.3)	35.3	(56.3)	1.3

1. Includes new bond lodgements for general tenancies and rooming accommodation.
2. Includes bonds held for general tenancies and rooming accommodation.
3. Excludes unclaimed bond monies.
4. Methodology changed in 2019–20 to more accurately reflect dispute resolution requests that proceeded to conciliation in the last five years. This excludes dispute resolution requests where parties subsequently withdrew from the conciliation process or were unable to be contacted.
5. Methodology changed in 2022–23 to include proactive investigations commenced.

Part 2: Our customised services

In 2022–23, we supported customers to prepare for and understand key legislative changes and continued to uplift our digital services to deliver an improved customer experience.

RTA Web Services

In March 2023 we launched our Bond Search Web Service, which gives managing parties acting on behalf of an organisation and joint lessors a new self-service tool to search, download and cross-reference their rental bonds list with the RTA. The new Web Service replaces the functionality previously available in the RTA's legacy eServices platform, which was decommissioned in late March 2023. To support our customers with transitioning to the new Web Service, the RTA provided targeted communications to more than 10,000 registered eServices users, published new how-to resources on the RTA website, and established a temporary dedicated customer phone line for managing parties.

In 2022–23, 70.8 per cent of all tenancy and bond forms submitted by customers were via digital channels. We processed 759,113 Web Services requests, and this demonstrates a 19.8 per cent increase in digital form submissions compared to 2021–22 (excluding Bond Search requests, which were introduced in March 2023).

	2019–20	2020–21	2021–22	2022–23
Bond Refund	258,884	296,722	213,200	214,432
Bond Dispute Resolution (part of Bond Refund)	4,859	15,797	13,089	14,769
Bond Lodgement	135,372	287,475	215,610	208,418
Bulk Bond Lodgements	-	-	7,782	123,841
Bond Search*	-	-	-	29,084
Change of Bond Contributors	-	10,291	13,958	15,514
Tenancy Dispute Resolution	-	1,194	3,144	3,331
Update Your Details	36,373	155,213	142,644	149,780

*Includes bond searches and bond list downloads from Web Services

To ensure accessibility for vulnerable customers and those without digital access, we also provide paper form options, Contact Centre support and services tailored to the needs of community housing providers and support service providers.

Rental law changes

Housing Legislation Amendments

On 20 October 2021, the *Housing Legislation Amendment Act 2021* (HLA Act) received royal assent and became law. The HLA Act amended the *Residential Tenancies and Rooming Accommodation Act 2008* and the *Residential Tenancies and Rooming Accommodation Regulation 2009*.

The amendments are being implemented in separate phases over a three-year period to provide sufficient time for the sector to adequately prepare for, understand and adopt the changes.

- On 20 October 2021, domestic and family violence protections commenced.
- On 1 October 2022, changes to approved reasons for ending a tenancy, renting with pets and repair orders commenced.
- From 1 September 2023, minimum housing standards will commence for new tenancies.
- On 1 September 2024, minimum housing standards will commence for all tenancies.

Changes to pets, ending a tenancy and repair orders

The RTA delivered a multi-channel communication and education campaign to help customers understand the 1 October 2022 legislation changes around pets, ending a tenancy and repair orders. The campaign involved developing new rental reforms content for the RTA website and publishing a large suite of helpful online resources to support customers to understand the new changes. These resources included animated videos, webinars, podcasts, forms, fact sheets, flowcharts, and frequently asked questions. We also published banners and alerts across the RTA website to direct customers to the rental reforms' resources.

From July to November 2022, we delivered 36 education sessions about the legislation changes around pets, ending a tenancy and repair orders via face-to-face presentations across Queensland, online meetings and webinars. These activities reached more than 3,100 people, and our staff answered more than 1,000 questions from our customers about the changes. Recordings of the webinars were then published on the RTA website and viewed a further 14,100 times over the financial year.

From early August to October 2022, we ran an advertising and awareness campaign that promoted the rental law changes and directed customers to the RTA website where they could learn more. The strategy included statewide radio advertising, digital advertising on realestate.com.au, and a social media campaign.

Over the 2022–23 financial year, the rental law changes webpages on the RTA website had more than 400,000 pageviews. The RTA released four animated videos about the legislation changes, and these were viewed more than 15,000 times during the financial year. In comparison, call volumes to the RTA's Contact Centre remained steady across the financial year, with less than 2 per cent of all calls relating to rental law changes. This indicates that the RTA's communication and education campaigns and website resources met our customers' needs.

We continued to work closely with key stakeholders about the rental reforms, including the RTA Stakeholder Forum and RTA Stakeholder Working Group. We also collaborated with key external stakeholders on joint webinars, online meetings and presentations about the rental law changes. These included the Office of the Commissioner for Body Corporate and Community Management, Q Shelter, Property Owners Association Queensland (POAQ), Australian Resident Accommodation Managers Association (ARAMA), the Royal Society for the Protection of Cruelty to Animals (RSPCA), and the Department of Housing.

To help our staff prepare for these changes, we developed a range of new procedures, work instructions and system enhancements. This ensured our staff remained up to date with the legislative changes and were able to provide helpful and accurate information to our customers.

Minimum housing standards

Legislation changes to introduce minimum housing standards will come into effect for new tenancies from 1 September 2023, and for all tenancies on 1 September 2024. In the 2022–23 financial year, we prepared the sector for these changes by updating the information on our rental law changes webpages and delivering multiple information sessions and webinars.

From March to June 2023, we delivered 15 dedicated face-to-face presentations, online meetings and webinars about minimum housing standards, new rent increase frequency limits and other rental law changes. This included in-person information sessions in Townsville, Maryborough and on the Gold Coast.

More information about the RTA's minimum housing standards implementation will be reported next financial year.

Secondary dwelling legislation changes

On 23 September 2022, the Queensland Government announced that property owners could now rent secondary dwellings, such as granny flats, to non-household members. To support customers with this change, we created a new secondary dwellings webpage on the RTA website and explained the changes via an article in our customer eNewsletter. We also worked with the Department of State Development, Infrastructure, Local Government and Planning on educating their customers about secondary dwellings through their website.

To support our staff with these changes, we updated our Contact Centre's standard responses to ensure they could answer customer enquiries.

Rent increase frequency changes

On 18 April 2023, the Queensland Parliament passed legislation to limit the frequency of rent increases to once every 12 months. This change came into effect on Saturday 1 July 2023 and applied to all new and existing tenancies. This means any rent increases after 1 July 2023 are only valid if it has been at least 12 months since the last increase. Prior to these changes coming into effect, rent could be increased once every six months. In July 2023, following this document's reporting period, the Queensland Government undertook community consultation to seek feedback on a potential reform to attach the rent increase frequency limit to the property rather than the tenancy agreement.

To support the sector to understand these changes before they commenced, we published a new rent increase frequency webpage on the RTA website. This page includes several resources such as frequently asked questions, practical scenarios explaining how the changes apply in different situations, a podcast episode, and a short educational video. We also educated our customers about the changes at our face-to-face outreach events across Queensland.

Customer Experience Action Plan

In 2021–22, the RTA invested in a customer experience research project to:

- conduct comprehensive market research and industry benchmarking
- review the performance of our current service delivery and provide recommendations for improved business efficiency and internal capabilities
- engage with customers, key stakeholders and the Queensland Government to gather feedback on current and future needs.

In 2022–23, we applied these foundational customer and operational insights gained across the renting lifecycle to develop a comprehensive three-year Customer Experience Action Plan, with the aim of expanding and transforming the RTA's service delivery in collaboration with Queensland's renting community.

The action plan outlines key areas for innovation and improvement across: differentiation and specialisation of services and service delivery; customer information resources and communications; stakeholder engagement; sector education, performance measures; and staff capabilities including training, quality and knowledge management.

Initial work undertaken as part of the Customer Experience Action Plan saw us:

- review key high-volume automated customer emails as a learning pilot to improve accessibility, make them easier to understand through the use of plain language and including clear next steps for customers, with 39 emails reviewed and 14 deployed so far

- commence discovery and design for a range of customer-focused initiatives, such as front counter improvements, automated digital dispute reminders, and identifying and addressing incorrect customer email addresses through education and compliance activities
- increase engagement with and seek regular feedback from key sector stakeholders on operational activities, customer communication changes and collaboration opportunities. This has seen the RTA present at targeted sector education events and partner with stakeholders on pilot programs such as establishing direct call transfer lines between contact centres, which is now in place with the Real Estate Institute of Queensland.

Bond management

One of our main functions at the RTA is bond management. We're committed to providing our customers same-day processing of paper and online bond refund forms, and in 2022–23 bond refunds were processed in 0.6 days on average.

Bond forms average processing times

	Bond lodgements	Bond refunds
All channels (digital + paper)	2.0 days	0.6 days

Bond forms processed

	2018–19	2019–20	2020–21	2021–22	2022–23
Bond lodgements	336,331	315,429	274,091	263,748	247,447
Paper	-	70.6%	49.6%	41.8%	33.7%
Digital	-	29.4%	50.4%	58.2%	66.3%
Bond increases	82,226	81,245	90,171	187,618	248,705
Paper	-	81.3%	54.1%	40.8%	31.1%
Digital	-	18.7%	45.9%	59.2%	68.9%
Bond refunds	312,749	296,628	267,098	258,802	239,318
Paper	-	53.4%	13.4%	11.6%	9.7%
Digital	-	46.6%	86.6%	88.4%	90.3%
Bond change forms*	69,437	77,007	69,556	80,333	78,170
Paper	-	-	-	82.6%	80.0%
Digital	-	-	-	17.4%	20.0%

* Bond change forms

Change of rental property (Form 3)

Change of property manager/owner (Form 5)

Change of bond contributors (Form 6)

In 2022–23, tenants and residents were refunded an average of 74.5 per cent of their bond. The total bond refunds processed reduced by 7.5 per cent compared to the previous year, which is consistent with the increase in the median length of tenancies and bond increases (see page 14).

This year we also saw the total number of bond lodgements decrease by 6.2 per cent, while the total number of bond increases increased by 24.6 per cent. This aligns with reports of high rental demand and low vacancy rates across the state, suggesting that there are fewer properties available and that people are staying in tenancies longer and experiencing both rent increases and bond increases.

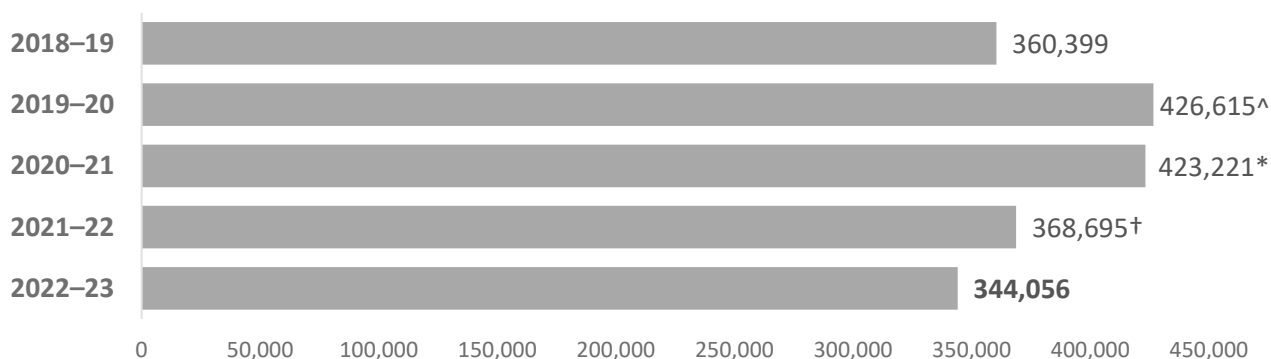
Contact Centre

The RTA Contact Centre provides customers with tailored tenancy information, helping tenants, residents, property managers and owners to make informed decisions.

In 2022–23, the Contact Centre responded to 344,056 phone enquiries, which is a 6.7 per cent decrease from the last financial year. The reduced volume of calls was offset by an increase in the average length and complexity of the enquiries we received due to significant pressures and challenges in the tight rental market. The average talk time has increased to 9 minutes and 16 seconds, which is a 15.3 per cent increase compared to 8 minutes and 3 seconds in the previous year.

RTA staff answered an average of 1,318 calls each working day, which is down from 1,440[†] calls per day in 2021–22.

Contact Centre phone enquiries



[^] Includes 30,786 COVID-19 hotline enquiries

^{*} Includes 7,071 COVID-19 hotline enquiries

[†] Includes 4,839 COVID-19 enquiries

In addition to enquiring on the phone, RTA customers can also self-service with information from other channels and platforms including the website.

Contact Centre customer feedback

The RTA values the opinions of our customers and actively encourages and seeks feedback about our services. In 2022–23, 82.6 per cent of customers surveyed agreed that the RTA Contact Centre provided a high-quality service year-round. Customers are asked to provide feedback on timeliness of response; ease of access; RTA staff performance; service outcome; and overall satisfaction with the service provided. This year, customers rated RTA staff performance as the highest quality aspect of their experience. We responded to 127 formal customer complaints, with 116 resolved during initial contact and 11 requiring further action.



An average customer satisfaction rating of **82.6%** was recorded in 2022–23 for the delivery of services to our customers

Customers can also provide feedback through the RTA website and at our educational events and activities.

Dispute resolution

The RTA offers a free, impartial and independent dispute resolution service to help tenants, residents, property managers and owners resolve tenancy disputes and reach a mutually agreeable outcome. The conciliation process provides customers with the opportunity to gain valuable negotiation and self-resolution skills, with the aim of sustaining tenancies and preserving relationships. Customers who volunteer to participate in this process may also avoid the need for legal action through the Queensland Civil and Administrative Tribunal (QCAT), saving them both time and money.

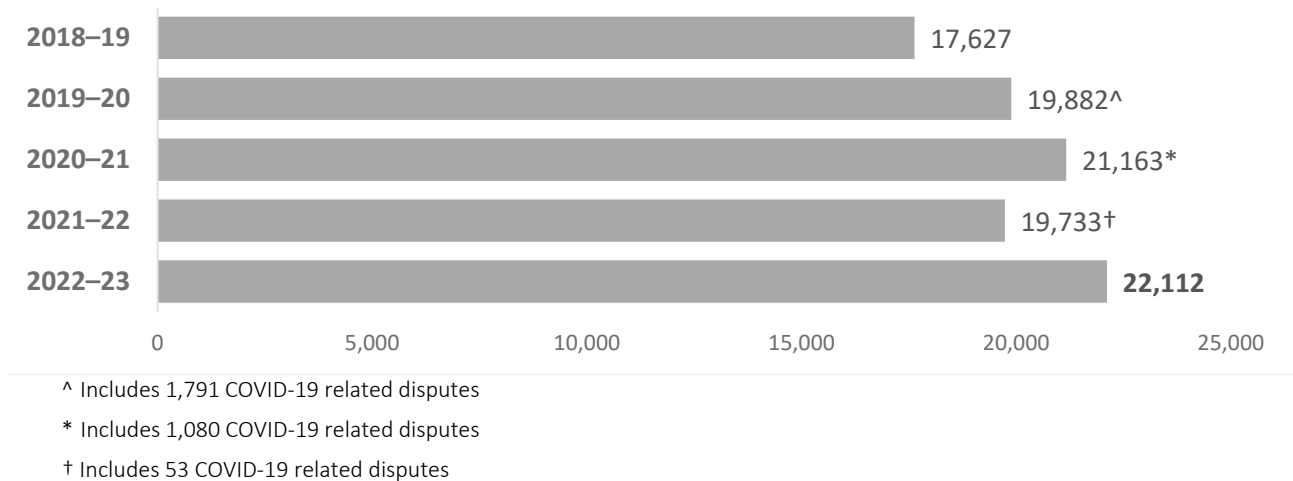
We triage all incoming dispute resolution requests to determine whether the matter is suitable for conciliation. Disputing parties are contacted for further information and are given the opportunity to have their say. A trained RTA conciliator then facilitates confidential negotiations between the disputing parties, either through one-to-one phone calls or a group teleconference. Conciliators cannot make decisions about disputes or enforce rules or regulations. Their role is to provide structure to the discussion, aid in negotiations, educate parties on their rights and responsibilities and to help them reach an agreement.



In 2022–23, the RTA resolved **76.3%** of all disputes where parties volunteered to participate

In 2022–23, we resolved 76.3 per cent of all disputes where parties volunteered to participate. The number of conciliated disputes below reflects all dispute resolution requests that progressed to conciliation, excluding instances where disputing parties subsequently withdrew from the conciliation process or were unable to be contacted for conciliation.

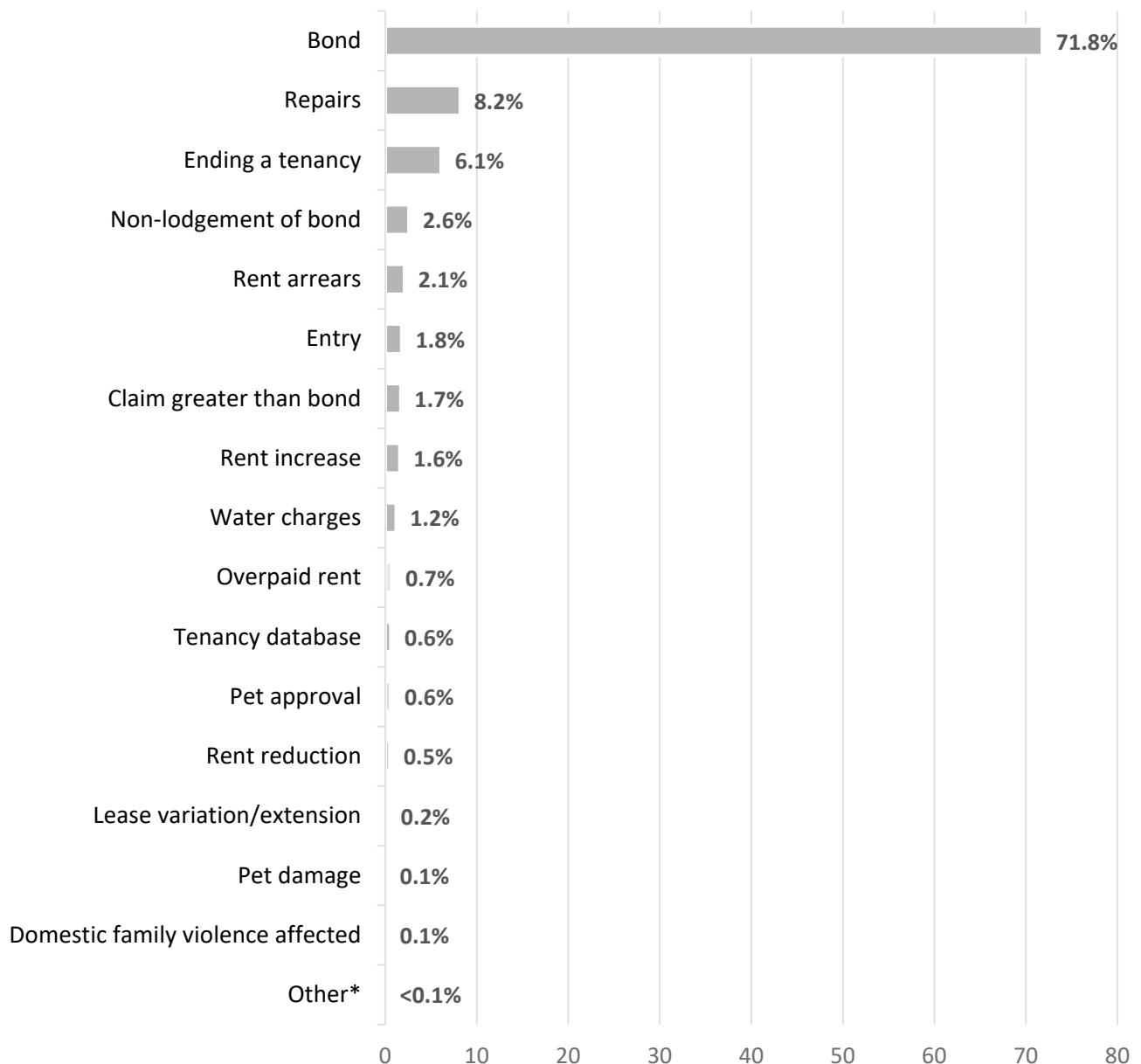
Conciliated disputes



In 2022–23, 26.6 percent of disputes occurred during a tenancy. Disputes that occur during a tenancy include disagreements around repairs and maintenance, rent arrears, entry to the property, water charges, and other disputes.

How a bond will be paid out at the end of a tenancy continues to be the primary reason for conciliated disputes. Compensation claims for amounts more than the bond and claims submitted after the bond has been paid out represent 10.6 per cent of all disputes.

Dispute reasons



* The following 'other' reasons individually account for less than 0.1 per cent of all dispute reasons:

- Sale of Property
- Owner wants to move into property
- Break Lease
- Excessive hardship

Parties who were unable to resolve disputes through conciliation were given information on how to seek a ruling from QCAT if they wished to pursue the matter. It's important to note that not all parties took unresolved disputes to QCAT – some chose not to pursue further action while others would later reach agreement between themselves. A total of 1,360 conciliated disputes progressed to QCAT in 2022–23, which represents 8.3 per cent of all conciliated disputes.

Compliance and enforcement

As Queensland's residential rental regulator, this year we continued to address instances of non-compliance with the RTRA Act through a balance of education, engagement and investigation activities proportionate to the breach. These activities align with both the *RTA Compliance and Enforcement Strategy 2021–23* and the Queensland Government's *Regulator Performance Framework*. The RTA takes appropriate and effective regulatory action, which is designed to educate parties on their legislative obligations to increase voluntary compliance and enforce compliance where necessary.

We also work closely with stakeholder groups across the sector with the aim to collaborate on sector development opportunities and to drive favourable behaviours and outcomes across the Queensland renting community. In May 2023, the RTA established the Queensland Rental Accommodation Regulators Group (QRARG), consisting of key regulatory stakeholders within the rental sector that meet quarterly to collectively work towards achieving consistent and complimentary approaches to compliance.

Following the implementation of the *Housing Legislation Amendment Act 2021* (HLA Act), the RTA has been supporting the introduction of repair orders issued by QCAT for rental properties, through monitoring and actioning where required. We continue to refine and embed our operational processes and educational material informing parties of their legislative rights and obligations in preparation for the introduction of minimum housing standards on 1 September 2023 and other proposed legislative changes that might require compliance considerations.

Proactive compliance activities

This year we successfully embedded our Proactive Compliance Program as an ongoing practice to help address trends in non-compliance throughout the sector. In 2022–23, Queensland agencies who voluntarily participated in a Proactive Compliance Program demonstrated an increased compliance rate of 51 per cent on average.

In August 2022, we introduced new compliance monitoring actions to ensure customers previously investigated for breaching the RTRA Act continued to operate compliantly after their case was closed. For example, this year we investigated an agency for the offence of failing to advertise rental premises at a fixed price. The agency participated throughout our investigation and developed a new procedure for advertising rentals before the investigation concluded, where they were issued with a caution. Our compliance monitoring actions for this specific case included reengaging the agency after three months to request evidence that their new procedure had been successfully implemented and monitoring the agency's online advertisements for a three-month period. No further breaches have occurred.

Investigations

The RTA continues to work collaboratively with the Office of Fair Trading (OFT) through a Memorandum of Understanding (MOU) to drive compliance and enforcement within the sector. The MOU provides clarity around which organisation will investigate offences by licensed agents, if they are in breach of legislation administered by both the OFT and the RTA for:

- late or non-lodgement of rental bonds by licensed agents and/or
- using rent money for another purpose (e.g., paying for a water bill).

In 2022–23, we received 254 (4.5% increase since 2021–22) investigation requests and commenced 50 proactive investigations based on internal data and customer engagement. These investigations addressed offences of key concern for customers, including advertising a rental premises with no fixed price and false or misleading information provided to the RTA in bond refund claims.

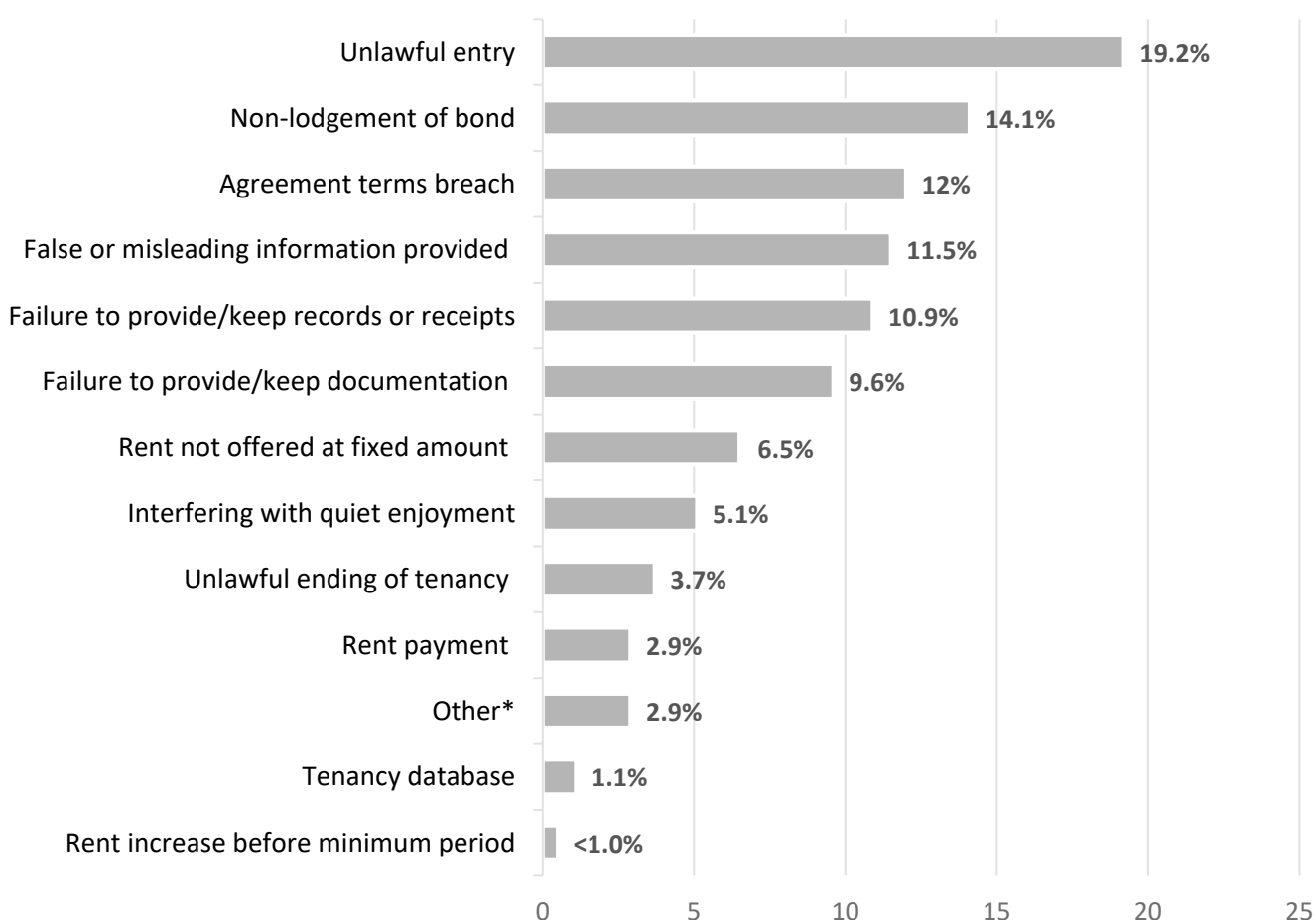
We also finalised 197 investigation cases and 111 non-investigation cases (where the investigation request could not be actioned because no offences were identified; the case was outside statutory timeframes; or the matter was not suitable for investigation and was referred to the RTA's dispute resolution service). This represents a 27.8% increase in investigations undertaken by the RTA since 2021.

We investigated 764 alleged offences in total (with some cases involving more than one alleged offence), and this resulted in a significant lift in our regulatory actions including:

- the RTA providing education around 316 offences (14% increase since 2021–22)
- the RTA issuing cautions for 162 offences (41% increase since 2021–22)
- the RTA issuing Penalty Infringement Notices* for 4 offences (zero PINs issued in 2021–22)
- the RTA finding insufficient evidence for 143 offences (36% increase since 2021–22)
- the complainant ceasing contact or withdrawing their request for 14 offences (52% decrease since 2021–22)
- no further action for 125 offences – these were identified as non-investigation cases.

*The 4 Penalty Infringement Notices (PINs) were issued for non-compliance with unlawful entry, conducting an open home without consent, and displaying personal belongings in an advertisement without consent.

Alleged offences investigated



* Other offences include:

RTRA 511(1): Attempts to commit offences

RTRA 308I: Confidentiality

RTRA 203: Lessor or lessor's agent must not show tenant's possessions in advertisements

RTRA 95(1): Seizure of tenant's goods for rent

RTRA 276: House rules - copy of the rules must be displayed in the premises

RTRA 177: Incentive amounts prohibited

COVID 85(4): Evidence of suffering excessive hardship because of COVID-19 emergency

Education and engagement

In 2022–23, we supported customers by: creating new resources and updating existing resources across a range of channels; providing regular information sessions in different areas across Queensland; and continuing to listen to and work closely with sector stakeholders to better understand their challenges and our opportunities for improvement.

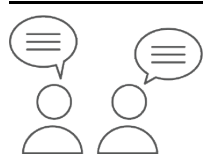
Community education

As part of our ongoing commitment to connect and engage with local communities across Queensland, we had a strong focus on delivering face-to-face information sessions this financial year. We held:

- 22 dedicated rental law changes sessions for 1,989 people in Toowoomba, Cairns, Townsville, Mackay, Maryborough, Gold Coast and Brisbane
- 17 general tenancy information sessions for 788 property managers and owners in Longreach, Barcaldine, Emerald, Rockhampton, Bundaberg, Fraser Coast, Sunshine Coast, Moreton Bay and Logan.

These community sessions provided attendees with the opportunity to learn, engage and share insights with RTA staff, which informs our continuous improvement of tenancy information and resources to support the sector. Each session also provided us with insights to better understand local tenancy trends and challenges in regional and urban areas.

The RTA Board held two regional meetings during this financial year, the first in Rockhampton in October 2022 and the second in Emerald in May 2023. The Board and Chief Executive Officer met with sector representatives in both regional areas to gain an understanding of local issues and to provide information about the RTA and our services.



129 stakeholder
engagement
activities



5,468 people
engaged

We delivered seven live webinars in the 2022–23 financial year, allowing 1,044 attendees to interact with RTA staff online and receive immediate responses to their questions. These webinars included detailed information on the 1 October 2022 tenancy law changes as well as education on sub-letting, share housing and tips for new landlords to reflect the low vacancy rates being experienced across the state. An additional five webinars were recorded, including a collaboration with the Office of the Commissioner for Body Corporate and Community Management on renting with pets, and a series of three recordings targeting domestic and international students.

We worked closely with stakeholders to participate in, and support 30 online and face-to-face presentations and interactive workshops hosted by sector stakeholders. These included:

- delivering extensive information on tenancy law changes in collaboration with a broad range of organisations including Brisbane Housing Corporation, Australian Resident Accommodation Managers' Association (ARAMA), Q Shelter, Property Owners' Association of Queensland (POAQ), Real Estate Institute of Queensland (REIQ), real estate franchises, real estate training organisations, homelessness support services, and government housing and Rent Connect officers
- tailoring introductory and advanced training for staff from community housing providers and specialist homelessness services, in conjunction with Q Shelter
- delivering information for vulnerable tenants and their support organisations including Wesley Mission, The Big Issue, and the Logan Community Leaders Forum
- presenting to approximately 110 property managers at the REIQ Property Management Breakfast on the Gold Coast

- presenting general tenancy information for the housing team at Torres Strait Island Regional Council
- presenting information on water charging for residential tenancies at two webinars hosted by the Queensland Council of Social Service (QCOSS)
- working at an information stall at the Queensland Youth Housing Coalition Inc Platform 1225 Conference
- providing information on the RTA's role and services to regional staff of the Office of Fair Trading to support improved working relationships between the two agencies.

Representatives from the RTA attended various stakeholder events in 2022–23, such as the First National Housing Conference, REIQ zone events and the Q Shelter CEO and Senior Leader Forum, to consider how we could improve education and support services in response to issues experienced by different sector groups. The RTA also gave feedback to assist Tenancy Skills Institute with a review of tenancy training material and provided input to the REIQ Best Practice Guidelines.

Digital and media engagement

In 2022–23, the RTA website received 3,748,751 visits with a total of 8,902,050 pageviews. These figures demonstrate the significant impact and reach the RTA website has in helping the Queensland renting community to understand their tenancy rights and responsibilities.

This year we published:

- 7 podcast episodes, with 5,715 listens across all 50 episodes
- 36 news articles, with 55,231 views across these stories
- 24 webinars and educational videos, with 28,711 views across these videos.

During the financial year, the RTA regularly updated and improved its website content, fact sheets and forms for general tenancies and rooming accommodation. Comprehensive changes were made to support the sector with three legislative changes in this period, including:

- 23 September 2022, to support changes to allow property owners to rent secondary dwellings (granny flats) to non-household members
- 1 October 2022, to support the introduction of rental law changes for ending tenancies, renting with pets, repair orders and other amendments
- 1 June 2023, to support customers with legislative changes to limit rent increase frequency to once every 12 months.

In addition to updating key resources relating to legislative changes, we updated and published new website content, fact sheets and resources for a range of topical issues and operational priorities such as natural disasters, student renters, cybersecurity, median rents, the launch of our Bond Search Web Service and more.

National and statewide media coverage relating to low vacancy rates, increased rental prices, and legislative reforms continued to make headlines this year. During this time, the RTA responded to 75 media requests to help educate the sector on topics such as dispute resolution, renting with pets, rent bidding, rent increases, minimum housing standards, median rents and secondary dwellings.

Stakeholder engagement

We partner and collaborate closely with key stakeholders representing different customer groups in the residential rental sector through two RTA forums – the RTA Stakeholder Forum and RTA Stakeholder Working Group. We also engage with stakeholders at key industry events, which this year included the Queensland Housing Summit in October 2022.

RTA Stakeholder Forum

The RTA Stakeholder Forum provides an avenue for members, our Executive Leadership Team and representatives from the RTA Board to raise and discuss strategic issues and trends impacting the residential rental sector. The forum is mutually beneficial, as it allows the RTA to gain insights and further understand the interests and concerns of our stakeholders and allows stakeholders to gain a better understanding of the RTA's role, operations and strategic direction.

This year, members of the RTA Stakeholder Forum included:

- Asia-Pacific Student Accommodation Association (APSAA)
- Australian Resident Accommodation Managers Association (ARAMA)
- Caravan Parks Association of Queensland (CPAQ)
- LawRight
- Property Owners' Association of Queensland (POAQ)
- Queensland Shelter (Q Shelter)
- Queensland Council of Social Service (QCOSS)
- Real Estate Institute of Queensland (REIQ)
- Student Accommodation Association (SAA)
- Supported Accommodation Providers' Association (SAPA)
- Tenants Queensland (TQ).

There were two RTA Stakeholder Forum meetings in 2022–23, which received a satisfaction of 82 per cent from our members. During the November 2022 meeting, we provided a detailed presentation of our proactive approach to compliance and enforcement, and the forum discussed the implementation of rental reforms and issues associated with rent increases. During the March 2023 meeting, we provided a detailed presentation on our work to improve the consistency and accuracy of information being provided to customers through the Contact Centre, and the forum discussed the impacts associated with increased tenancies in student and supported accommodation and caravan parks.

RTA Stakeholder Working Group

The RTA Stakeholder Working Group (SWG) promotes cross-sector collaboration and knowledge sharing, by allowing members to provide the RTA with operational advice and recommendations regarding our customer communication and education initiatives and resources. The cross-sector discussion and collaboration at the SWG has allowed for different perspectives to be considered in developing and delivering proactive and effective key messages for Queensland's residential rental sector.

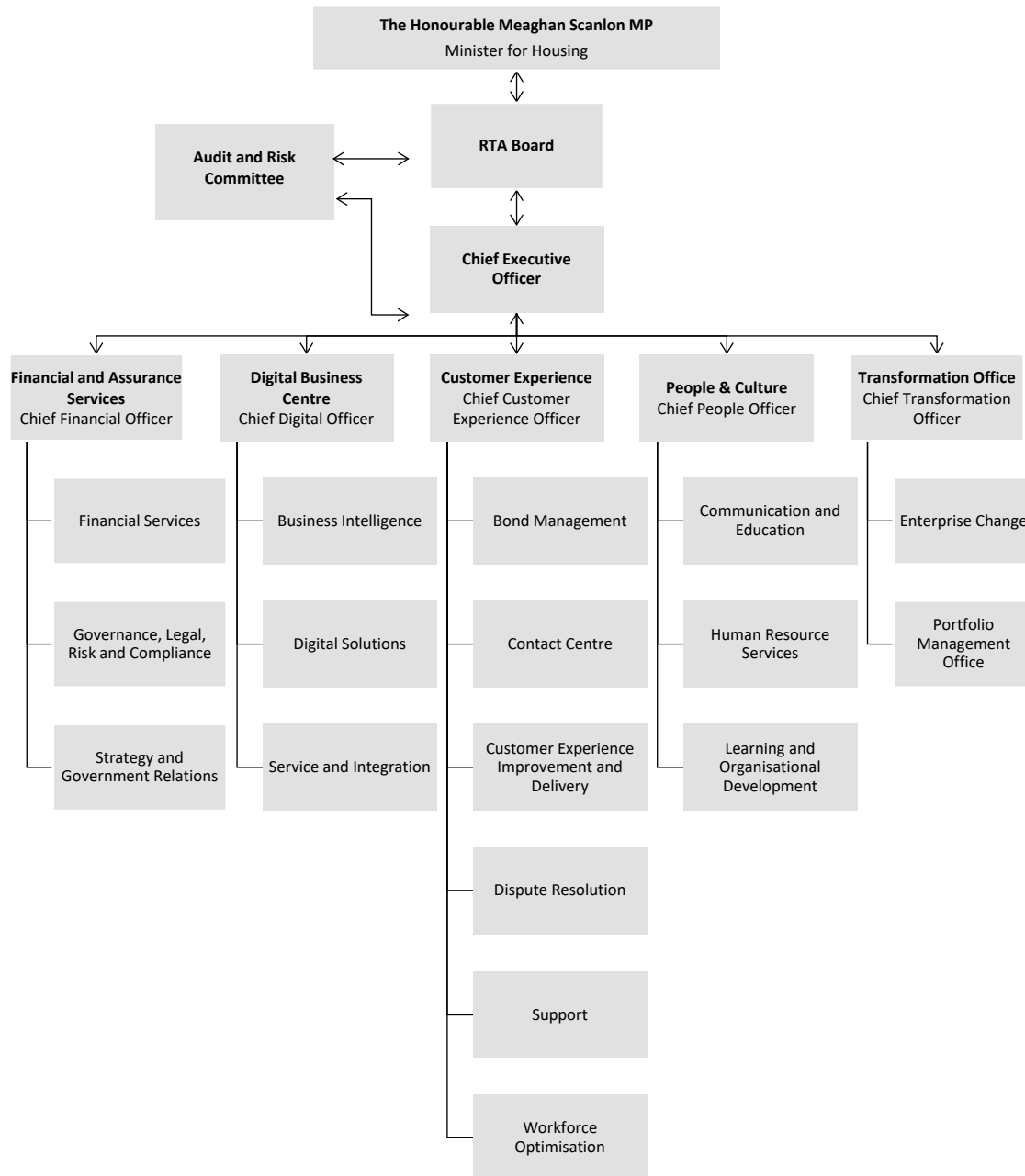
This year, members of the SWG included:

- representatives from all RTA Stakeholder Forum member organisations (listed above)
- Queenslanders with Disability Network (QDN)
- Real Estate Excellence Academy
- Tenancy Skills Institute.

There were eight SWG meetings via videoconference throughout 2022–23. With practical advice and support of the SWG, we produced a series of factsheets for residents and managers of rooming accommodation, revised frequently used customer email communications on bond transactions, and considered the different audience needs for communication on rental reforms.

Part 3: Our organisation

Organisational structure



Board of Directors

The RTA Board reflects the diversity of the sector, with members bringing knowledge and expertise in sector representation, commercial activities, corporate governance, and community service.

The Board is responsible for:

- guiding, reviewing and approving strategy
- setting values and standards
- endorsing our annual budget
- monitoring business performance
- monitoring investment activities and financial position
- identifying and effectively managing significant business risks
- regularly assessing the performance of the Board and management.

Board members are appointed for three-year terms by the Queensland Parliament's Governor in Council on the recommendation of the Minister. Their remuneration is determined through Cabinet-approved procedures administered by the Queensland Government's Department of the Premier and Cabinet.

2022–23 achievements

This year the Board:

- fulfilled all governance and compliance obligations
- engaged with external stakeholders across the state to support the sector through community consultation and education, including through regional Board meetings
- actively engaged with RTA staff to understand operational insights and opportunities
- set the RTA's strategic direction (through the RTA Strategic Plan 2022–26), established goals and objectives for the Executive Leadership Team, and ensured that adequate and appropriate engagement was undertaken to meet the evolving needs of the RTA business, employees, customers and stakeholders.

Board profiles

Name and position	Profile
Steve Ryan <i>Chair</i>	<p>Steve is Chairperson of Health and Wellbeing Queensland, an independent statutory authority, and a Board Director of GROW, a national community-based organisation for mental health and wellbeing programs.</p> <p>He has more than 40 years' experience in strategic leadership, governance and service delivery across a variety of sectors, including public, union, health and not-for-profit.</p> <p>Some of Steve's previous roles include:</p> <ul style="list-style-type: none"> • Deputy Chairman of the Board of Directors and Board of Trustees at QSuper • Board member of the Queensland Studies Authority's Governing Body • State President of the Queensland Teachers' Union. <p>Steve holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Certificate of Teaching, James Cook University • Member, Australian Institute of Company Directors (MAICD) • Member, Australian Institute of Superannuation Trustees (MAIST).
Janet Benson <i>Member</i>	<p>Janet is the owner and Principal Director at Capstone Property Solutions.</p> <p>She has a comprehensive understanding of Queensland's property sector and residential property management in particular. She has extensive knowledge and experience in social housing, rental affordability and homelessness issues in Queensland.</p> <p>Some of Janet's previous roles include:</p> <ul style="list-style-type: none"> • Executive Director of the Human Services CEO Committee • Executive Director of Homelessness Programs at the Department of Housing and Public Works • a licensed real estate agent. <p>Janet holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Master of Arts (Public Sector Policy and Leadership), Griffith University.
Christine Castley <i>Member</i>	<p>Christine is the Chief Executive Officer of Multicultural Australia.</p> <p>She is an experienced executive with a strong track record of delivering significant reform and innovation projects, including for adult and youth criminal justice reform, disaster management response and recovery, and public sector ethics and integrity reform.</p> <p>Some of Christine's previous roles include:</p> <ul style="list-style-type: none"> • Deputy Director-General in the Department of Premier and Cabinet • Deputy Director-General, Housing, Homelessness and Sport in the Department of Housing and Public Works, where she led the development of the Queensland Housing Strategy 2017–2027 and the transformation of housing and homelessness services delivered by 1,500 staff, and managed a \$1.4 billion business and a \$15 billion asset portfolio. In 2014–15, Christine also led the Secretariat for the Special Taskforce on Domestic and Family Violence, chaired by the Honourable Dame Quentin Bryce AD CVO, which delivered the landmark Not Now, Not Ever report. <p>Christine holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Bachelor of Laws, The University of Queensland • Bachelor of Arts, The University of Queensland • Postgraduate Diploma of Arts, The University of Queensland • Master of Public Administration, The University of Queensland.

<p>Nathanael Edwards <i>Member</i></p>	<p>Nathanael is a Dugulbarra – Dyrribarra and Bagirbarra man part of MaMu Nation from Far North Queensland. He is School Principal at Radiant Life College, a Board member of Family Day Care Association Queensland, and a National Committee Member of Australian Institute of Company Directors Innovate Reconciliation Action Plan Working Group.</p> <p>He has extensive working knowledge within Indigenous allied health, native title, education sector, and the non-for-profit sector.</p> <p>Some of Nathanael’s previous roles include:</p> <ul style="list-style-type: none"> • Chair of MaMu Native Title Aboriginal Corporation • Non-executive director of MaMu Health Service Ltd. <p>Nathanael holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Master of Business Law, Southern Cross University • Graduate Diploma Leadership, Skills Recognition International • Graduate Certificate of Business Law, Southern Cross University • Diploma of Government (Project Management), Canberra Institute of Technology • Diploma of Business, TAFE Queensland • Diploma of Human Resource Management, TAFE Queensland • Diploma of Management, TAFE Queensland • Member, Australian Institute of Company Directors (MAICD) • Fellow Member, Governance Institute of Australia (FGIA) • Fellow Member, Institute of Managers and Leaders (FIML).
<p>Cara Walsh <i>Member</i></p>	<p>Cara is Director of Cobble Hill Consulting and Chair of the Business Advisory Board for QUT's Business School.</p> <p>She has 25 years’ experience developing digital products and transformation solutions in both America and Australia.</p> <p>Some of Cara’s previous roles include:</p> <ul style="list-style-type: none"> • Global VP of Customer at Outfit.io • Sessional Academic in Digital and Customer Experience at QUT • Manager of Digital Strategy, City of Brisbane • Director of Digital Ad Products at AT&T • Manager of Client Services and Integration at McAfee • Member, Minister’s Committee on Open Data (Queensland Government) • Mentor at Ethni, a not-for-profit building skills for culturally diverse youth. <p>Cara holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Bachelor of Arts (Communications), The State University of New York College • Board Readiness Graduate, Women in Technology.
<p>Sally Watson <i>Member</i></p>	<p>Sally is the Chief Executive Officer at Shelter Housing Action Cairns and a board member at both Tenants Queensland and Youth Empowered Towards Independence (YETI).</p> <p>She has extensive experience working in homeless services across public and not-for-profit sectors.</p> <p>Some of Sally’s previous roles include:</p> <ul style="list-style-type: none"> • Lecturer in Social Work at James Cook University • North Queensland Coordinator at Tenants Union of Queensland • Executive Director at Homelessness Australia • Board member of North Queensland Women’s Legal Service.

	<p>Sally holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Bachelor of Social Work, The University of Queensland • Master of Public Policy, Australian National University • Bachelor of Laws, James Cook University.
Damian Wright <i>Member</i>	<p>Damian is a Chartered accountant and is currently the Partner in Charge of Audit at BDO Brisbane. He is also the current Chair of Lives Lived Well Limited, a not-for-profit operating in the Health Sector.</p> <p>He has more than 30 years' experience as a Chartered Accountant across a variety of industries and organisations including the Government Sector.</p> <p>Some of Damian's previous roles include:</p> <ul style="list-style-type: none"> • Director of a large educational organisation in South East Queensland • Former Director of QLeave. <p>Damian holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Bachelor of Commerce, The University of Queensland • Graduate Diploma of Applied Finance and Investment, Securities Institute of Australia (now FINSIA) • Registered Company Auditor and Associate, Institute of Chartered Accountants Australia.

Board meetings

A total of seven scheduled meetings occurred during 2022–23.

Name	Position	Meeting attendances	Departure/arrival
Steve Ryan	Chair	6/7	Member for entire period and Chair from 1 November 2022
Janet Benson	Member	7/7	Entire period
Christine Castley	Member	5/7	Entire period
Nathanael Edwards	Member	3/4	Since 1 November 2022
Cara Walsh	Member	6/7	Entire period
Sally Watson	Member	7/7	Entire period
Damian Wright	Member	7/7	Entire period
Paul Melville	Ex-officio	2/3	Ex-officio until 31 October 2022

Board remuneration

More information regarding remuneration is available in our financial report on page 82.

Name	Position	Approved annual, sessional or daily fee	Actual fees received*	Total out of pocket expenses
Steve Ryan	Chair	\$47,000	\$39,554	\$875
Janet Benson	Member	\$19,000	\$18,935	\$101
Christine Castley	Member	\$19,000	\$18,935	\$79
Nathanael Edwards	Member	\$19,000	\$12,715	-
Cara Walsh	Member	\$19,000	\$18,935	\$168
Sally Watson	Member	\$19,000	\$18,935	\$581
Damian Wright	Member	\$19,000	\$19,000	-
Paul Melville	Ex-officio	\$47,000	\$15,493	-

* Fees do not include superannuation

Audit and Risk Committee

The Audit and Risk Committee (ARC) ensures the RTA operates within an appropriate framework of internal control and risk management, while achieving its objectives and strategies efficiently and effectively.

The committee is a combination of RTA Board members and external advisors that oversee:

- the integrity of the financial statements and reports
- our accounting policies and practices
- the scope, quality and independence of external audit arrangements
- the monitoring of the internal audit function
- the effectiveness of risk and compliance measures.

The ARC observes the terms of its charter with due regard to Queensland Treasury's Audit Committee Guidelines.

ARC profiles

Name and position	Profile
Damian Wright <i>Chair</i>	See page 30.
Cara Walsh <i>Member</i>	See page 29.

<p>Lindi Deguara <i>Advisor</i></p>	<p>Lindi is a solicitor of the Supreme Court of Queensland and Managing Director of her own advisory, where she supports boards and executives to deliver strategic commercial outcomes and implement sustainable supporting governance and risk management structures.</p> <p>Lindi is an experienced director, executive and company secretary with more than 20 years' experience both nationally and internationally across a variety of sectors including construction, infrastructure, energy, resources, engineering and training.</p> <p>Some of Lindi's previous roles include:</p> <ul style="list-style-type: none"> • Director of Golden West Apprenticeships • Advisory Board Member of Care to Compare • Tutor at Queensland University of Technology. <p>Lindi holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Bachelor of Laws / Bachelor of Creative Industries (Media Communications), Queensland University of Technology • Practical Legal Training, The College of Law Australia • Certificate in Corporate Governance, Governance Institute of Australia • Certificate in Investor Relations, Australian Investor Relations Association • Graduate, Australian Institute of Company Directors (GAICD) • Fellow Member, Governance Institute of Australia (FGIA) • Approved Advisor, Advisory Board Centre.
<p>David Winters <i>Advisor</i></p>	<p>David is currently Partner, Digital & Technology Risk at Deloitte Consulting. He works with organisations to build delivery confidence in whole-of-organisation transformations programs across complex delivery projects. He provides risk leadership coaching, advisory and governance advice, and delivery assurance across strategic and complex digital and data solutions to enable successful outcomes with measurable business value.</p> <p>He has more than 30 years' international and multi-sector experience in complex program leadership with a proven delivery track record across Australia, Europe, South East Asia and the United States.</p> <p>Some of David's previous roles include:</p> <ul style="list-style-type: none"> • Managing Director, MI-GSO PCUBED Consulting • Senior Vice President, Digital Programs, Visa Inc. (USA, Europe, Middle East, Africa) • Senior Director, Sales and Service Delivery (United Kingdom), Barclays Bank. <p>David holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Member, Chartered Accountants of Australia & New Zealand (CAANZ) • Member, Australia Institute of Project Management (MAIPM) • Member, Australian Institute of Company Directors (MAICD) • Registered Consultant, Programme and Project, AMPG International • Member, Charter Institute for IT (MCIIT) • Justice of the Peace (Qualified), Queensland.

ARC meetings

A total of four scheduled meetings occurred during 2022–23.

ARC member	Position	Meeting attendances	Departure/arrival
Damian Wright	Chair	4/4	Entire period
Cara Walsh	Member	4/4	Entire period
Lindi Deguara	Advisor	2/2	Since 21 February 2023
David Winters	Advisor	2/2	Since 21 February 2023
Janet Benson	Guest	1/1	One meeting only
Steve Ryan	Ex-officio	4/4	Member until 31 October 2022 and Ex-officio from 1 November 2022
Paul Melville	Ex-officio	0/1	Until 31 October 2022

Executive Leadership Team

Our Executive Leadership Team (ELT), including the Chief Executive Officer (CEO), are responsible for providing strategic and operational oversight of the RTA and implementing strategies to help us achieve our strategic objectives.

Name and role	Profile
Jennifer Smith <i>Chief Executive Officer (CEO)</i>	<p>Jennifer provides strategic advice to the RTA Board, Chair and Minister on the operation, implementation and monitoring of Queensland residential tenancy legislation. The CEO also provides regular performance, operational and compliance reports to the RTA Board with updates on strategic and operational matters, and is responsible for all aspects of management, staffing and administration.</p> <p>Jennifer has a broad range of management experience and leadership skills with demonstrated achievements in financial planning, corporate governance, policy development and the delivery of services across both private and public sectors.</p> <p>Jennifer has been the CEO since 2018, and during this time has been involved in restructuring the organisation and improving service delivery channels to meet customer and stakeholder needs, with significant benefits still to be delivered over the next few years under the <i>RTA Strategic Plan 2022–26</i>.</p> <p>Jennifer holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none">• Bachelor of Business (Accountancy), Queensland University of Technology• Workplace Executive Coach, International Coaching Federation• Graduate, Australian Institute of Company Directors.

<p>Joanna Van Der Merwe <i>Chief Financial Officer (CFO)</i></p>	<p>Joanna leads the RTA's finance, governance, legal, risk, compliance and enforcement, government relations, and projects functions.</p> <p>Joanna has an extensive background in finance, risk and governance, strategic advice and transformation. She uses numbers and big-picture thinking to inform strategic decision making and applies these insights through clear actions and outcomes to drive continuous improvement.</p> <p>Prior to joining the RTA, Joanna held various executive roles at Brisbane City Council as well as roles in the United Kingdom's private sector at FMCG and Consumer Electronics industries.</p> <p>Joanna holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Chartered Management Accountant, Chartered Institute of Management Accountants (CIMA) • Member, CPA Australia • Graduate, Australian Institute of Company Directors.
<p>Jelena Nikolic <i>Acting Chief Digital Officer (CDO)</i></p>	<p>Jelena leads the RTA's Digital Business Centre, which supports the organisation's information and communications technology (ICT) and business systems, standard operating environments and applications, cyber security, records management and business intelligence functions.</p> <p>Jelena is an astute and experienced professional who has led ICT strategy, digital transformation and modernisation programs across the Queensland Government. She is an active driver and champion for digital service delivery, working with stakeholders and customers to deliver simplified processes using customer-centric design principles. With a focus on culture, value for money, data insights, customer service delivery and people, she is passionate on fostering a cohesive, united and modernised organisation.</p> <p>Prior to joining the RTA, Jelena has held executive and senior management responsibilities at the Department of Justice and Attorney-General including Justice Services and Registry of Births, Deaths and Marriages; Public Trustee; Department of Education; Department of Public Works; and Smart Service Queensland.</p> <p>Jelena holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Bachelor of Business, Griffith University • Member, Women in Technology • Member, Public Sector Network • Member Statutory Bodies Digital Leadership Group (Queensland Government) • certifications in IT Infrastructure Library, Managing Successful Programs, Management of Risk, Prince2, and User Experience.

<p>Samantha Watson <i>Chief Customer Experience Officer (CCXO)</i></p>	<p>Samantha leads the RTA's Strategic Customer Experience Portfolio including the contact centre, bond management, dispute resolution, customer experience improvement, and workforce optimisation functions. She is also a key advisor on critical customer touchpoints such as the website, customer communications and stakeholder engagement.</p> <p>An experienced executive, Samantha has led improvement and transformation programs in several complex customer-focused organisations across a variety of sectors including government, not-for-profit, private and global enterprises. She has extensive experience leading strategic innovation, change and improvement projects and has successfully delivered enterprise change in customer experience, digital transformation and workplace culture.</p> <p>Prior to joining the RTA, Samantha held executive and senior management positions with global organisations such as GE Healthcare and Gallagher Basset, and Queensland-based organisations such as RSL Queensland.</p> <p>Samantha holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Bachelor of Psychology in Business (Double Degree in Business and Organisational Psychology), University of Southern Queensland • Diploma in Project Management, Chifley College • Diploma in Marketing, TAFE • Certified Professional Manager in Service Journey Thinking, COPC • LEAN and Six Sigma Process Improvement Accreditation, Australian Organisation for Quality (AOQ) • Graduate, Australian Institute of Company Directors • Fellow, Australian Institute of Management.
<p>Natalie Townsend <i>Chief People Officer (CPO)</i></p>	<p>Natalie leads the RTA's human resources, training, organisational development, media, communications, education and engagement functions. She is also a Board Member for Coffee Brigade Brisbane Incorporated, which allows her to relay the impact of homelessness in Queensland back to the RTA.</p> <p>An active driver for cultural change, Natalie has demonstrated experience cultivating a highly engaged and performing workforce through the delivery of frameworks that have a strong focus on the employee experience. At the RTA, this includes our human resources information system, learning management system, and performance framework.</p> <p>Prior to joining the RTA, Natalie lead and worked in various human resource functions across Queensland's public sector, including Queensland Audit Office and Queensland Treasury.</p> <p>Natalie holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Bachelor of Business (Management and Human Resources), Queensland University of Technology • Diploma of Business (Marketing and Management), Southbank Institute of TAFE • Graduate, Australian Institute of Company Directors • Certified Professional Member, Australian Human Resources Institute • accreditations in DISC, Prince 2 Management and Talegent.

Jody Ovenden <i>Chief Transformation Officer (CTO)</i>	<p>Jody leads the RTA's transformation function, which is responsible for driving a targeted and coordinated approach to the organisation's transformation program, ensuring internal and external stakeholders are prepared for, and supported through change.</p> <p>Jody has extensive experience leading end-to-end enterprise-wide transformation programs with a focus on designing strategic and collaborative transformation change and communication programs.</p> <p>Prior to joining the RTA, Jody partnered with diverse teams and stakeholders across private and public sector organisations globally and across Australia to deliver and embed successful cultural, business and industry sector improvements to enhance performance and drive growth.</p> <p>Jody holds the following professional memberships:</p> <ul style="list-style-type: none"> • Prosci Certified Change Practitioner, Prosci • Member, Change Management Institute.
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Our people

Our workforce is critical in achieving the deliverables outlined in the *RTA Strategic Plan 2022–26*. In 2022–23, we supported the organisation to navigate changes to public sector legislation through the *Public Sector Act 2022* (PS Act) and continued to foster a highly engaged and high performing workforce through employee benefits.

Workforce profile

In 2022–23, we continued our commitment to attract and retain a skilled and capable workforce and retained 96 per cent of identified talent.

The permanent separation rate for 2022–23 was 11.5 per cent of the workforce. This includes staff who resigned to take up roles elsewhere in the public service. No redundancy packages were paid during the period.

Employees (FTE) by division and gender as at 30 June 2023			
Division	Female	Male	Total
Customer Experience	81.6	47.6	129.2
People and Culture	28.1	9.0	37.1
Financial and Assurance Services	21.2	7.0	28.2
Digital Business Centre	12.2	8.0	20.2
Transformation Office	4.0	0.0	4.0
Office of CEO	2.0	0.0	2.0
Total	150.1	71.6	221.7

Public Sector Act 2022 changes

On 1 March 2023, the *Public Sector Act 2022* (the PS Act) commenced and replaced the *Public Service Act 2008*. The PS Act sets out a new legislative employment framework for the Queensland public sector which includes the RTA. The changes to the PS Act support a modern, simplified and employee-focused legislative framework that can further the Queensland Government's commitment to being fair, responsive and a leader in public administration. To assist the RTA in preparing for the changes, we facilitated leadership briefing sessions, developed new and updated policies, procedures and guidance material and communicated the changes to all employees.

Employee benefits

Learning and development

We're committed to prioritising learning and development for our staff, as this drives a highly engaged and high performing culture that facilitates great customer experiences.

In 2022–23, this commitment resulted in:

- an employee engagement score of 73 per cent from the 2022 Working for Queensland Survey, which exceeded the benchmark for Public Service Offices (non-departments)
- 98 per cent of our employees exceeding performance expectations in mid-year performance reviews
- 46 per cent of employees participating in our Day in the Life experience, to learn more about what other business units are responsible for and if it's a career pathway they're interested in pursuing
- 39 per cent of employees participating in our myMobility program, with 37 per cent provided with career development opportunities
- 67 per cent of employees who completed our Emerging Leaders Program progressing into leadership positions on a temporary or permanent basis
- ongoing delivery of tailored leadership development programs and coaching and communication training.

This year we also prioritised actions to help our customer-facing employees enhance the quality of service and experience our customers receive. This saw:

- 2,456 quality checks performed on individual work items to identify opportunity areas and provide targeted solutions
- 803 hours of training delivered to ensure customers continue to experience high quality interactions and services
- 112 Customer Experience staff participated in monthly refresher training across topics tailored to the needs of our customers
- 427 internal coaching sessions conducted to help staff identify and grow their strengths and to ensure consistency of information to our customers
- refining the quality model we delivered in 2022 to ensure continuous improvement
- developing improved reporting to ensure workforce agility and responsiveness to support operational requirements.

To ensure we continue to meet the needs of our customers and staff, we conducted an extensive review of our knowledge management resources based on research and consultation with key sector stakeholders.

Following the review, we delivered a new suite of enhanced resources that:

- offer greater consistency and accuracy of information provided to customers, demonstrated by a 63 per cent improvement in customer feedback relating to information consistency
- increase efficiency and reduce service costs, demonstrated by a 54 per cent reduction in customer enquiries requiring escalation
- increase overall customer satisfaction, demonstrated by an 8 per cent increase in positive customer feedback
- are valued by our customers, demonstrated by an 89.4 per cent customer satisfaction rating with our staff's knowledge, understanding and provision of information needed.

Flexible and remote work

We understand the advantages of flexible work arrangements and encourage our employees to access flexible arrangements that are aligned with personal circumstances and operational requirements. Our flexible work arrangements encourage employees and leaders to have ongoing conversations that promote a culture of trust, open communication, cooperation, and negotiation. In 2022–23, 98 per cent of our staff had a flexible working arrangement in place. This demonstrates our commitment and adaptability to providing flexible working arrangements that are mutually beneficial for our employees and the RTA, as it improves our ability to maintain business continuity even in challenging circumstances.

Workplace giving

In October 2022 we launched the RTA Workplace Giving Program. The program is designed to help employees find a greater sense of purpose at work, by getting involved with community activities or local charities aligned with housing and homelessness. We offer a range of options for staff to give back, including the donation of goods, ongoing monetary donations through payroll deductions, and volunteering opportunities. In turn, our employees develop a sense of pride knowing they've made a difference to those most in need, are making a positive impact on the community, and are leading social change.

Health, safety and wellbeing

Health, safety, and wellbeing are key elements of our operations at the RTA. We recognise that by taking a holistic approach to supporting the health and wellbeing of our employees, they are better placed to perform well in all aspects of their lives.

Our Health and Safety Committee ensures our staff are safe and well by meeting quarterly to discuss and resolve topical issues, conduct regular safety hazard inspections, and support and represent other work groups.

As part of our Health and Wellbeing Program in 2022–23, we:

- offered a \$150 reimbursement for items that would contribute to their health and wellbeing, which was used by 72.7 per cent of staff
- offered free health assessments, skin checks, flu vaccinations and in-office massages
- provided staff and their families access to free, confidential counselling through our Employee Assistance Provider, Benestar
- provided various online learning modules, webinars, seminars, and resources encouraging employees to focus on their health and wellbeing
- delivered training on managing the risk of psychosocial hazards at work for leaders.

Our commitment to health, safety and wellbeing also extends outside the workplace. In May 2023, 19 employees participated in Darkness to Daylight – a community education and awareness event to raise funds and support for domestic and family violence prevention. Our goal was to raise \$1,000 for the cause, and thanks to the generosity of our staff, we were able to raise \$2,498 during Domestic and Family Violence Prevention Month.

Diversity and inclusion

We're committed to promoting a diverse and inclusive culture for our staff and customers.

In January 2023, our Better Together Committee (BTC) regrouped with the goal to improve how we communicate and engage with different diversity groups so that we can gain a better understanding of the challenges they face and our opportunities to improve their experiences.

In February 2023, the BTC and our ELT completed cultural awareness training hosted by John Briggs Consultancy. The training provided attendees with an opportunity to explore and discuss Aboriginal and Torres Strait Islander peoples' histories, culture and communities, and how we can make changes as an organisation within a culturally safe environment.

As we move into the 2023–24 financial year, the BTC is developing an Aboriginal and Torres Strait Islander Peoples Action Plan, which demonstrates the RTA's commitment to contribute to reconciliation with First Nations peoples.

Governance and accountability

Our commitment to the Queensland Government's focus on integrity and accountability is underpinned by our corporate governance framework. This framework is based on Queensland Treasury's Corporate Governance Guidelines for Government Owned Corporations and the Queensland Auditor-General's model. It includes far-reaching accountability processes, which place a high priority on due diligence, compliance and ensuring transparency in decision-making.

Committees and groups

The following committees and groups operated throughout 2022–23:

- **Better Together Committee (BTC)**
Oversees the delivery of the key commitments of the RTA's *Diversity and Inclusion Plan 2021–24* and ensures a dedicated focus on diversity and inclusion priorities to build an inclusive culture.
- **Consultative Committee (CC)**
Provides a forum to discuss and consult on staffing matters including industrial relations with Together Queensland Union representatives and ensures issues are managed appropriately. The CC meets quarterly and as issues arise.
- **Health and Safety Committee (HSC)**
Assists management in the prevention of accidents and incidents through the development and implementation of measures to ensure employee and visitor health and safety at the RTA.
- **Information Security Working Group (ISWG)**
Meets quarterly to review and revise policies relating to information security, information classification and information management. The ISC works closely with its managed services provider to mitigate risks and complete the action plan under the IS18 checklist.
- **Cyber and Information Security Working Group (CISWG)**
Meets quarterly to identify, implement, monitor, review and maintain the RTA's information and security systems. The CISWG also advises on actions and procedures to address emerging cybersecurity threats and risks.
- **Legislation Consensus Group (LCG)**
Contemplates new and proposed legislation and monitors emerging trends affecting existing legislation. The LCG ensures the RTA provides accurate, consistent and timely information to its stakeholders and customers.
- **Legislation Implementation Group (LIG)**
Leads the implementation planning for the Stage 1 reforms to the *Residential Tenancies and Rooming Accommodation Act 2008*. They are responsible for understanding and interpreting the proposed reforms and providing clarification to RTA staff.
- **Portfolio Investment Board (PIB)**
Reviews new and innovative business initiatives identified through strategic and operational planning, staff feedback, government commitments or unforeseen events, and assesses their merit for inclusion in the corporate portfolio. It ensures projects operate in an efficient, effective manner and are sufficiently resourced to support our business and corporate needs. The PIB is chaired by the Chief Transformation Officer and includes the RTA executive leadership team.
- **Project Boards**
Established for each project in the portfolio, Project Boards are responsible for driving overall direction and progress by monitoring and controlling projects within agreed parameters as approved by the PIB. Project Board duties also include monitoring project risk, budget expenditure, deliverables, timeframes, communications and supporting vendor and stakeholder engagement. The PIB and the Project Board members attend a joint monthly meeting to discuss both portfolio and project board items.

Internal audit and external scrutiny

Each year, the RTA engages external experts to review and provide feedback on our internal processes, policies and systems.

Under external scrutiny audit processes, we engaged:

- Pitcher Partners through the Queensland Audit Office, to conduct our annual financial audit services
- Exact Consulting, to ensure we were compliant and implementing best practice approaches to safety in a hybrid working environment.

No significant findings were reported through these reviews.

We also conduct a series of internal audits – usually via external experts – to assist the ARC in fulfilling its obligations. These internal audits provide independent assurance of the effectiveness of RTA systems, procedures, and controls to ensure compliance and management of risks. The RTA's strategic audit plan sets out the audits for identified areas to assist with our strategic goals, which include:

- reliability and integrity of financial and other operating information
- adequacy and effectiveness of systems and controls
- workforce engagement and performance
- compliance with policies, laws, and regulations
- prevention of fraud and corruption.

Under internal audit processes, we engaged Protiviti to audit our Portfolio Management Office and Housing Legislative Amendments Project. We met all recommendations for both audits in a timely manner.

Ethical standards

The RTA Code of Conduct provides a framework for ethical conduct of staff based on the principles and values of the *Public Sector Ethics Act 1994* and is reflected in our Human Resources policies, procedures, initiatives and management standards. Under the Code, staff can carry out duties with integrity, impartiality, accountability, transparency, and promote the public good. Mandatory Code of Conduct training is completed by all staff through an online learning system, with refresher training every 12 months.

Human rights disclosure

The RTA is committed to respecting, protecting and promoting human rights in our decision-making and actions. This is reflected in the *RTA Strategic Plan 2022–26*. Processes have been established to integrate the consideration of human rights and ensure compliance with the *Human Rights Act 2019*. In 2022–23, mandatory Human Rights training was completed by all staff with additional workshops for RTA leaders to further support staff in assessing human rights when making business decisions.

The RTA did not receive any human rights complaints in 2022–23.

Public interest disclosure

All RTA employees have an ethical responsibility to report actual, or suspected, instances of official misconduct, as defined in the *Public Interest Disclosure Act 2010*. There were no disclosures in 2022–23.

Access to information

Members of the public can access certain information controlled by the Queensland Government through the *Right to Information Act 2009* (RTI Act). The RTA also operates in an open, transparent, and accountable manner, while protecting the privacy of customers and staff to support right to information principles.

The RTA will release information under the Administrative Access Policy where possible, which allows access to certain types of information without going through the formal processes outlined by the RTI Act or the *Information Privacy Act 2009*. In 2022–23, the RTA responded to 819 requests made under the Administrative Access Policy.

Overseas travel

An overseas travel expenditure report for the 2022–23 reporting year was not required due to no overseas travel being undertaken by any staff member within the organisation.

Our information and digital systems

As outlined under the *RTA Strategic Plan 2022–26*, the RTA has commenced driving our digital technology footprint through the modernisation of our core technologies to enable greater flexibility and agility, drive efficiencies, support engagement and improve access and service delivery.

Embracing contemporary technologies

The focus of our digital transformation journey in 2022–23 was to establish and enable digital programs to enhance and uplift our digital infrastructure and provide modern technologies for our staff and customers.

Key initiatives and programs of work this year included:

- **Digital Foundations Project**
This project will deliver core ICT foundational technologies, strengthen our cybersecurity and improve our ICT service provision and support. This includes configured Microsoft Teams and SharePoint Online environments, OneDrive cloud storage, an integrated electronic document record management system (eDRMS), and a range of M365 applications. The business case was approved by the Portfolio Investment Board and is now in design and delivery phase.
- **myRTA Modernisation Program**
This program will modernise the RTA's existing CRM and finance systems, with a cloud-based evergreen solution that is nearing end-of-life. The program will introduce contemporary and sustainable solutions to meet current and future needs of our staff and customers through enhanced customer experience and financial management systems. The multi-year program is now in discovery phase.
- **eServices decommission**
We migrated functionality from our eServices platform over to our Web Services suite, which allowed us to decommission our last online legacy system and provide a single platform for all RTA online transactions. The new Bond Search Web Service gives managing parties acting on behalf of an organisation and joint lessors a new self-service tool to search, download and cross-reference their rental bonds list with the RTA.
- **Digital dexterity education program**
We encouraged a digital mindset in our people to help prepare and enable our workforce to adopt our new suite of contemporary digital tools. Employees will continue to grow their skills and proficiency with these tools through regular workshops, intranet resources, and knowledge sharing.
- **Business intelligence advancements**
We prioritised using data-driven insights to help inform strategic business decisions, and providing simple and consumable data for our customers, staff and stakeholders. In line with customer feedback, we streamlined our quarterly median rents data by consolidating eight Microsoft Excel workbooks into a single workbook. The workbook now also includes additional data, filtering tools, and release notes to capture changes that happen over time.

Enhancing information systems and security

In 2022–23 we continued to prioritise our cyber security practices in accordance with Essential8 protocols and the IS18:2018 checklist, which ensures that the RTA will continue to apply a consistent risk-based approach in identifying and managing risks to information, applications and technologies.

Our Information Security Committee met bi-monthly to review and revise corporate policies relating to information security, information classification, and information management. The committee also worked closely with the RTA's managed service providers to mitigate risks and complete the action plan under the IS18 checklist.

This year we also supported cross-agency integration, conforming to new security standards. This resulted in:

- migrating and enabling Windows Enterprise and Enterprise Mobility and Security suite of tools available under the RTA's licensing model to enhance security and stabilise our ICT environment
- applying recommending security baselines to Windows operating systems and Microsoft Office 365 environments
- leveraging available services, in partnership with CITEC QCloud environment, to improve our online security posture and reporting.

These improvements enable us to offer secure online services for our customers and effective hybrid working for our staff.

Recordkeeping

Our records management practices are governed by the *Public Records Act 2022* and in accordance with the Queensland State Archive's *Records governance policy*.

We regularly review associated policies and procedures to ensure the RTA remains compliant and consider recordkeeping requirements in all aspects of service delivery and when planning and implementing new business requirements.

In 2022–23, we ensured continued compliance with and improvement of recordkeeping practices by:

- requiring all staff to complete mandatory records management training
- regularly disposing of physical records using retention and disposal schedules approved by the Queensland State Archivist
- exploring electronic documentation management systems to support digital record keeping and disposal.

Part 4: Our performance

RTA Strategic Plan 2022–26

Our **vision** is renting that works for everyone.

Our **purpose** is to provide fair, valued and impactful rental regulation, education and support services.

Our **2026 intent** is to mature internal foundations and strengthen external partnerships.

Our **strategic objectives** are:

1. Differentiated services and experiences

Expand and transform our service delivery capability to provide a differentiated and more customer-centric range of services and experiences that have a broader reach to the Queensland renting community.

2. Extend positive influence and impact in the rental sector

Partner with the rental industry to become a leader in the Australian rental sector and to influence and guide the sector to create solutions that support the vision of making renting work for everyone.

3. Sustainable and contemporary organisation

Develop critical capabilities, a strong and progressive culture and appropriate ways of work to support the RTA's growth and deliver valued experiences for our people and our customers.

4. Digitally transformed internal and external service provision

Continue the digital transformation journey to enable RTA's operating model, drive efficiencies, support engagement and improve access and service delivery. Leverage data and sector insights to inform the government's response on social issues and policy development.

The success of these objectives are assessed through annual performance measures that align to the strategies and key performance indicators outlined in the *RTA Strategic Plan 2022–26*.

Queensland Government's objectives for the community

We're committed to supporting the Queensland Government's objectives for the community:

- **Good jobs:** Good, secure jobs in our traditional and emerging industries
- **Better services:** Deliver even better services right across Queensland
- **Great lifestyle:** Protect and enhance our Queensland lifestyle as we grow.

We contribute by *Backing our frontline services* by providing differentiated services and experiences to customers, and are *Connecting Queensland* by digitally transforming internal and external services to support the residential rental sector.

Our commitment to human rights

We will respect, protect and promote human rights in our decision making and actions.

Further reading

You can view the complete *RTA Strategic Plan 2022–26*, including our key sector risks and opportunities, on the RTA website.

Performance management

Performance management framework

The performance management framework ensures the monitoring and reviewing of the RTA's performance, conducted by the RTA Board and CEO, is undertaken with comprehensive knowledge of our functions.

The table below outlines our 2022–23 performance against the key elements of the framework.

Function	Purpose	Achievements 2022–23
Monthly financial reporting	Reports level of revenue and expenditure against the approved budget at each Board meeting	Financial reporting is provided to the Board on a quarterly basis
Performance measures	Aligns to the key performance indicators within the Strategic Plan 2022–26 and measure the achievement of the RTA's objectives	Provided the Board with regular updates on strategic performance measures as required under the <i>Financial and Performance Management Standard 2019</i>
Internal audit program	Reports progress and recommendations from internal audit to the ARC	Resulting recommendations from internal audits were implemented in a timely manner
Service Delivery Statement	Contributes to the Minister's report on performance and budget results to the Queensland Parliament	Outcomes for customer satisfaction, dispute resolution and operational costs as a proportion of the value of bonds held all exceeded targets
Annual Report	Provides quality reporting on financial and non-financial performance to support transparency and drive continuous performance	Full compliance with annual report requirements for Queensland Government agencies

Performance highlights

Objective 1 – Differentiated services and experiences

Performance indicators 2022–23	Achievements 2022–23
Customer satisfaction	<ul style="list-style-type: none"> Received an average customer satisfaction rate of 82.6 per cent for our service delivery via the RTA Contact Centre Provided same day processing of paper and online bond refund forms, with an average processing time of 0.6 days Resolved 76.3 per cent of conciliated disputes when parties volunteered to participate Developed the Customer Experience Action Plan, to improve how we service and communicate with our customers and stakeholders Continued to provide and process paper forms for customers with limited digital access
Improved customer complaints handling	<ul style="list-style-type: none"> Responded to 127 formal customer complaints, with 116 resolved during initial contact and 11 requiring further action
Improved service delivery responsiveness and efficiency	<ul style="list-style-type: none"> Delivered enhanced staff knowledge management resources, which resulted in: <ul style="list-style-type: none"> 63 per cent improvement in customer feedback relating to information consistency 54 per cent reduction in enquiries requiring escalation Performed 2,456 quality checks on individual work items to identify opportunity areas and provided targeted solutions Delivered 803 hours of training to staff, to ensure customers continued to experience high quality services and interactions Conducted 427 internal coaching sessions to help staff identify and grow their strengths and to ensure consistency of information to our customers

Objective 2 – Extend positive influence and impact in the rental sector

Performance indicators 2022–23	Achievements 2022–23
Stakeholder satisfaction	<ul style="list-style-type: none"> Facilitated two RTA Stakeholder Forum meetings and received a satisfaction rating of 82 per cent Facilitated eight RTA Stakeholder Working Group meetings Participated in 129 stakeholder activities and presentations Provided Proactive Compliance Program (PCP) workshops to 23 agencies, who demonstrated an increased compliance rate of 51 per cent on average
Increased sector engagement with educational activities	<ul style="list-style-type: none"> Received 254 investigation requests and commenced 50 proactive investigations Delivered 17 general tenancy information sessions for 788 customers and stakeholders Delivered 22 rental law changes sessions for 1,989 customers and stakeholders Received 3,748,751 visits to the RTA website, with a total of 8,902,050 pageviews Published 7 podcast episodes, with 5,715 listens across all 50 episodes Published 36 news articles, with 55,231 views across these stories Published 24 webinars and educational videos, with 28,711 views across these videos Responded to 75 media enquiries Delivered an advertising and awareness campaign to promote the rental law changes regarding pets, ending a tenancy and repair orders across statewide radio advertising, digital advertising on realestate.com.au, and a social media campaign Delivered 36 education sessions about the rental law changes regarding pets, ending a tenancy and repair orders to over 3,100 people

Objective 3 – Sustainable and contemporary organisation

Performance indicators 2022–23	Achievements 2022–23
Staff performance and development	<ul style="list-style-type: none"> 98 per cent of employees exceeded performance expectations in mid-year performance reviews 46 per cent of employees participating in our Day in the Life experience, to learn more about other career pathways 39 per cent of employees participating in our myMobility program, with 37 per cent provided with career development opportunities 67 per cent of employees who completed our Emerging Leaders Program progressing into leadership positions
Improved workforce diversity and organisational composition	<ul style="list-style-type: none"> Better Together Committee and Executive Leadership Team completed cultural awareness training by John Briggs Consultancy
Staff engagement and retention of talent	<ul style="list-style-type: none"> Launched the RTA Roadmap, which outlines our key projects and shared journey to build strong foundations, develop new capabilities and extend value for our people and customers Achieved an employee engagement score of 73 per cent in the annual Working for Queensland survey Retained 96 per cent of identified talent Continued to offer benefits making the RTA an employer of choice, including: <ul style="list-style-type: none"> flexible and remote work arrangements, with 98 per cent of staff using an arrangement a dedicated health and wellbeing program (including free health assessments, skin checks, flu vaccinations, and in-office massages) various internal and external training and development opportunities reward and recognition programs Launched the RTA Workplace Giving Program, which allows staff to give back through the donation of time, money, or goods donations

Objective 4 – Digitally transformed internal and external service provision

Performance indicators 2022–23	Achievements 2022–23
Staff satisfaction – digital tools and support	<ul style="list-style-type: none"> Commenced migration and enablement of Windows Enterprise and Enterprise Mobility and Security suite of tools to enhance security and stabilisation of our ICT environment Developed a new education program, Digital dexterity, to help prepare and enable our workforce to adopt our new suite of contemporary digital tools

Service Delivery Statement

Service Delivery Statements (SDS), included within the Queensland Government Budget papers, provide budgeted financial and non-financial information for the budget year. A separate document is provided for each portfolio, with the RTA's content included within the Department of Housing SDS. These documents are a key accountability mechanism, subject to public scrutiny, and form the basis of questions during the parliamentary estimates process.

In accordance with Department of Premier and Cabinet Annual Report requirements, details of the RTA's performance are:

Service standards	2022–23 Target/Est.	2022–23 Est. Actual	2023–24 Target/Est.
Effectiveness measures			
Proportion of disputes resolved after parties participated in the conciliation process ^{1, 2}	70%	76.6%	70%
Overall client satisfaction with the Residential Tenancies Authority Contact Centre	75%	83%	75%
Efficiency measure			
Total operational cost for Residential Tenancies Authority output (excluding grants) as a proportion of the value of bonds held	3.6%	3.6%	3.5%

1. The variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual is due to a continued focus on increasing participation and resolution through the Dispute Resolution Service with improvements made to how the RTA monitors performance, coaches and develops staff and manages underperformance.
2. The variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual is due to a continued significant focus on maintaining high customer satisfaction rates. Throughout 2022–23, the RTA has undertaken a substantial customer research initiative, refined the RTA's quality monitoring and feedback processes and invested in training for front line staff.

As the SDS is published prior to the end of the financial year, estimated actuals are provided. For the Effectiveness measures, the estimated actuals published in the SDS are the financial year to date averages as at 30 April 2023. For the Efficiency measure, the estimated actuals published in the SDS align with the RTA's forecasts as at 30 April 2023. The actual results as at 30 June 2023 are provided below.

Service standards	2022–23 Actual result as at 30 June 2023
Effectiveness measures	
Proportion of disputes resolved after parties participated in the conciliation process	76.3%
Overall client satisfaction with the Residential Tenancies Authority Contact Centre	82.6%
Efficiency measures	
Total operational cost for Residential Tenancies Authority output (excluding grants) as a proportion of the value of bonds held	3.4%*

*A lower result is more desirable, as in theory, it costs the RTA less to manage customer interactions including bond management

Part 5: Our finances

Financial overview

Spending focused on improving essential services for the Queensland rental sector
Operating surplus \$1.3M
Rental bonds exceed \$1.14B

Grant funding changes steady the RTA's income

This financial year the RTA operated under a new funding model that came into effect on 1 July 2022. Previously, the RTA was self-funded through the returns gained on investment of bonds held, which saw the RTA's income vary significantly from year to year due to volatility in global financial markets. The RTA now receives ongoing administered grant funding from the Queensland government. This provides financial certainty for the RTA to ensure the continuation of essential services for the one-third of Queensland households that rent.

The RTA's revenue in 2022–23 totalled \$40.6M, which consisted of \$35M grant from the Queensland government to support our operations, along with additional funding to implement legislative changes under the *Housing Legislation Amendment Act 2021*. The RTA also earned income from cash reserves, which were placed in interest bearing deposit accounts with the Queensland Treasury Corporation (QTC). With increases in interest rates within the Australian markets, the RTA has seen a significant increase in interest received compared to budget with interest revenue of \$1.5M. As at 30 June 2023, the RTA holds cash reserves of \$35.2M.

Operating expenses for the year were \$39.3M, with employee costs representing 68 per cent of our total operating expenses. Supplies and services were \$10.7M, which include rent, agency staff, contractor and ICT expenses. This also include activities that underpin the new four-year strategic plan to improve our education, regulation and support services for Queensland's residential rental sector.

Bond values also continued to increase, with the total value of bonds increasing by \$117M (11.5 per cent) to a total of \$1.14B.

Investment performance from previous financial years can be found in the financial report sections of the RTA Annual Report.

Financial performance

2018–19 to 2022–23

Financial year	Income \$m	Expenditure \$m	Surplus/deficit \$m
2018–19	40.3	31.7	8.6
2019–20	34.4	77.7^	(43.3)^
2020–21	70.4	35.1	35.3
2021–22	29.7	86.0*	(56.3)*
2022–23	40.6	39.3	1.3

^ \$41.6M was losses due to market fluctuations

* \$51.8M was losses due to market fluctuations

General Purpose Financial Report

for the year ended 30 June 2023

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For information in relation to the RTA and its controlled entity's financial statements please email media@rta.qld.gov.au, or visit rta.qld.gov.au/annualreport.

Statement of Comprehensive Income

for the year ended 30 June 2023

		Group		Parent	
		2023	2022	2023	2022
	Notes	\$'000	\$'000	\$'000	\$'000
Income					
Investment revenue	4	1,527	12,790	1,522	12,789
Grants and contributions	5	36,112	16,913	36,112	16,913
Other revenue		10	3	10	3
Other income	17	2,960	-	2,960	-
Total income		40,609	29,706	40,604	29,705
Expenses					
Employee expenses	6	26,646	22,273	1,091	964
Supplies and services	7 (a)	10,717	10,048	36,271	31,360
Finance costs	7 (b)	-	1	-	1
Depreciation and amortisation	8	1,730	1,656	1,730	1,656
Fair value loss on investments	4	-	51,779	-	51,779
Other expenses	9	180	219	176	215
Total expenses		39,273	85,976	39,268	85,975
Operating result for the year		1,336	(56,270)	1,336	(56,270)
Other comprehensive income		-	-	-	-
Total operating result		1,336	(56,270)	1,336	(56,270)

The accompanying notes form part of these statements.

Statement of Financial Position

as at 30 June 2023

		Group		Parent	
	Notes	2023 \$'000	2022 \$'000	2023 \$'000	2022 \$'000
Current assets					
Cash and cash equivalents	10	1,179,711	103,785	1,179,660	103,732
Other financial assets	11	-	903,386	-	903,386
Receivables	13	351	317	307	272
Other current assets	14	389	342	389	260
Total current assets		1,180,451	1,007,830	1,180,356	1,007,650
Non current assets					
Intangible assets	15	5,217	6,826	5,217	6,826
Property, plant and equipment	16	263	339	263	339
Other non current assets	14	16	26	16	26
Total non current assets		5,496	7,191	5,496	7,191
Total assets		1,185,947	1,015,021	1,185,852	1,014,841
Current liabilities					
Payables	17a	996	1,471	6,003	6,130
Rental bonds and unclaimed monies	17b	1,144,540	1,029,943	1,144,540	1,029,943
Accrued employee benefits	18	3,707	3,777	69	53
Total current liabilities		1,149,243	1,035,191	1,150,612	1,036,126
Non current liabilities					
Accrued employee benefits	18	1,464	1,115	-	-
Total non current liabilities		1,464	1,115	-	-
Total liabilities		1,150,707	1,036,306	1,150,612	1,036,126
Net assets		35,240	(21,285)	35,240	(21,285)
Equity					
Contributed equity	19	55,189	-	55,189	-
Accumulated deficit		(19,949)	(21,285)	(19,949)	(21,285)
Total equity		35,240	(21,285)	35,240	(21,285)

The accompanying notes form part of these statements.

Statement of Changes in Equity

for the year ended 30 June 2023

		\$'000	\$'000	\$'000
		Contributed equity	Accumulated surplus	Total equity
	Notes	Parent & Group		
2023				
Balance as 1 July 2022		-	(21,285)	(21,285)
Operating result from continuing operations		-	1,336	1,336
Non appropriated equity injection	19	55,189	-	55,189
Balance as at 30 June 2023		55,189	(19,949)	35,240
2022				
Balance as 1 July 2021		-	34,985	34,985
Operating result from continuing operations		-	(56,270)	(56,270)
Balance as at 30 June 2022		-	(21,285)	(21,285)

The accompanying notes form part of these statements.

Statement of Cash Flows

for the year ended 30 June 2023

		Group		Parent	
		2023	2022	2023	2022
	Notes	\$'000	\$'000	\$'000	\$'000
Cash flows from operating activities					
Inflows					
Interest income		1,470	387	1,465	386
Bond lodgements		507,746	443,328	507,746	443,328
Government grants		36,112	16,913	36,112	16,913
Other operating receipts		10	3	10	3
GST collected from customers		8	16	8	16
GST refunds received		1,176	1,078	1,176	1,078
Outflows					
Bond claims		(390,190)	(389,368)	(390,190)	(389,368)
Employee expenses		(26,281)	(22,123)	(1,072)	(945)
Supplies and services		(11,292)	(8,416)	(36,498)	(29,618)
Other expenses		(180)	(219)	(176)	(215)
GST paid to suppliers		(1,183)	(1,161)	(1,183)	(1,161)
Interest on leases		-	(1)	-	(1)
Net cash provided by/(used in) operating activities	CF-1	117,396	40,437	117,398	40,416
Cash flows from investing activities					
Inflows					
Investments redeemed		-	5,511	-	5,511
Distributions received		-	9,689	-	9,689
Proceeds from transfer of investments		903,386	-	903,386	-
Outflows					
Payments for internally generated software		(45)	(24)	(45)	(24)
Net cash provided by/(used in) investing activities		903,341	15,176	903,341	15,176
Cash flows from financing activities					
Inflows					
Equity injection		55,189	-	55,189	-
Outflows					
Repayment of lease liabilities		-	(430)	-	(430)
Net cash provided by/(used in) financing activities		55,189	(430)	55,189	(430)
Net increase/(decrease) in cash and cash equivalents		1,075,926	55,183	1,075,928	55,162
Cash and cash equivalents at beginning of financial year		103,785	48,602	103,732	48,570
Cash and cash equivalents at end of financial year	10	1,179,711	103,785	1,179,660	103,732

The accompanying notes form part of these statements.

Notes to the Statement of Cash Flows

for the year ended 30 June 2023

Group		Parent	
2023	2022	2023	2022
\$'000	\$'000	\$'000	\$'000

CF.1 Reconciliation of operating result to net cash from operating activities

Reconciliation of cash

Cash at the end of the reporting period as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

Operating result	1,336	(56,270)	1,336	(56,270)
Add:				
Depreciation and amortisation	1,730	1,656	1,730	1,656
Decrease in prepayments	-	143	-	66
Increase in accrued employee benefits	279	70	16	18
Unrealised decrease in investments	-	41,283	-	41,283
Increase in rental bonds and unclaimed monies liability	117,557	53,960	117,557	53,960
Decrease in receivable	-	886	-	896
	120,902	41,728	120,639	41,609
Less:				
Increase in receivables	34	-	35	-
Increase in prepayments	37	-	119	-
Decrease in trade creditors	475	1,291	127	1,193
Decrease in unclaimed bonds	2,960	-	2,960	-
	3,506	1,291	3,241	1,193
Net Cash provided by operating activities	117,396	40,437	117,398	40,416

The accompanying notes form part of these statements.

Notes to the Financial Statements

for the year ended 30 June 2023

1. Basis of financial statement preparation

General information

The Residential Tenancies Authority (RTA) is a regulatory authority committed to provide fair, valued and impactful rental regulation, education and support services within the residential rental sector, and empower Queenslanders to make informed renting choices.

From 1 July 2022 the RTA's funding model has changed to receiving an ongoing grant from the Queensland Government to finance operations, instead of deriving operational funding through the investment of rental bonds.

These financial statements cover the RTA and its controlled entity Residential Tenancies Employing Office (RTEO).

The RTA is controlled by the State of Queensland which is the ultimate parent.

The head office and principal place of business of the RTA is Level 11, Midtown Centre, 150 Mary Street, Brisbane 4000.

Compliance with prescribed requirements

The RTA has prepared these statements in compliance with section 39 of the *Financial and Performance Management Standard 2019*. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2022, and other authoritative pronouncements and the requirements prescribed by:

- *Residential Tenancies and Rooming Accommodation Act 2008* (Qld) (RTRA Act); and
- *Statutory Bodies Financial Arrangements Act 1982* (Qld) (SBFA Act).

These financial statements are general purpose financial statements, and have been prepared on an accrual basis (except for the Statement of Cash Flows which is prepared on a cash basis) in accordance with Australian Accounting Standards and Interpretations applicable to not for profit entities.

First year of application of new accounting standards or change in accounting policy

Accounting standards applied for the first time

No new accounting standards with material impact were applied for the first time in 2022–23.

Accounting standards early adopted

No Australian Accounting Standards have been early adopted for 2022–23.

Changes in accounting policy

The RTA did not change any accounting policies during 2022–23.

Presentation

Currency and rounding

Amounts included in the financial statements are in Australian dollars and rounded to the nearest \$1,000 or, where the amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparatives

Comparative information reflects the audited 2021–22 financial statements.

Current/non current classification

Assets and liabilities are classified as either 'current' or 'non current' in the Statement of Financial Position and associated notes. Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or the RTA does not have an unconditional right to defer settlement to beyond 12 months after the reporting date. All other assets and liabilities are classified as non current.

Notes to the Financial Statements

for the year ended 30 June 2023

Authorisation of financial statements for issue

The financial statements are authorised for issue by the RTA Chief Executive Officer and Board Chairperson at the date of signing the Management Certificate.

Basis of measurement

Historical cost is used as the measurement basis in this financial report except for investments which are reported at fair value and provisions expected to be settled 12 or more months after reporting date which are measured at their present value.

Historical cost

Under historical cost, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire assets at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or at the amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

Fair value measurement

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique. Fair value is determined using one of the following three approaches:

- The *market approach* uses prices and other relevant information generated by market transactions involving identical or comparable (i.e. similar) assets, liabilities or a group of assets and liabilities, such as a business.
- The *cost approach* reflects the amount that would be required currently to replace the service capacity of an asset. This method includes the current/depreciated replacement cost methodology.
- The *income approach* converts multiple future cash flow amounts to a single (i.e. discounted) amount. When the income approach is used, the fair value measurement reflects current market expectations about those future amounts.

Where fair value is used, the fair value approach is disclosed.

Present value

Present value represents the present discounted value of the future net cash inflows that the item is expected to generate (in respect of assets) or the present discounted value of the future net cash outflows expected to settle (in respect of liabilities) in the normal course of business.

Working capital/funding changes

The RTA received notification from State Government in October 2021 of proposed amendments to the RTRA Act, which would remove the RTA's requirement to invest rental bonds to receive investment returns to fund operations. These amendments were introduced to Parliament on 17 March 2022 as part of the State Penalties Enforcement (Modernisation) Amendment Bill 2022 which was passed by Parliament on 24 May 2022 to be enacted from 1 July 2022.

As a result, the RTA has entered into arrangements for the Queensland Government to acquire the investment assets, at the 30 June 2022 market value, on 1 July 2022. During the financial year 2022–23 the RTA received a payment of \$903,386,339 as proceeds from the transfer of investment assets.

Subsequent to the transfer of the investments, the RTA has received a non-appropriated equity injection of \$55,189,310 to offset the shortfall between rental bond assets and rental bond liabilities held as of 30 June 2022.

All rental bonds, including funds received from the transfer of the investments, are within the rental bond bank accounts. These accounts are held with a major financial institution. The RTA will continue to control all transactions in the accounts.

The rental bond bank accounts are placed within the State Government Group Limit Facility (i.e. whole of government banking arrangement) and RTA is not entitled to any interest earned.

The RTA receives an ongoing administered grant from the Queensland Government to finance operations from 2022–23 onwards.

The reporting entity

The consolidated financial statements include all income, expenses, assets, liabilities and equity of the 'economic entity' comprising the RTA and the entity it controls. All transactions and balances internal to the economic entity have been eliminated in full.

The RTA as an economic entity consists of the parent entity together with the RTEO controlled entity. The parent entity financial statements include all income, expenses, assets, liabilities and equity of the RTA only.

Notes to the Financial Statements

for the year ended 30 June 2023

2. Objectives and principal activities of the RTA

The RTA's core responsibility is to administer and provide services in accordance with the RTRA Act.

The RTA's 2022–2026 strategic objectives include:

- Differentiated services and experiences – Expand and transform our service delivery capability to provide a differentiated and more customer-centric range of services and experiences that have a broader reach to the Queensland renting community;
- Extend positive influence and impact in the rental sector – Partner with the rental industry to become a leader in the Australian rental sector and to influence and guide the sector to create solutions that support the vision of making renting work for everyone;
- Sustainable and contemporary organisation – Develop critical capabilities, a strong and progressive culture and appropriate ways of work to support the RTA's growth and deliver valued experiences for our people and our customers, and
- Digitally transformed internal and external service provision – Continue the digital transformation journey to enable RTA's operating model, drive efficiencies, support engagement and improve access and service delivery. Leverage data and sector insights to inform the government's response on social issues and policy development.

The RTA is committed to supporting the Queensland Government's objectives for the community – Unite and Recover by backing our frontline services and providing easy to access services to support the residential rental sector.

The RTA is a statutory body under Section 9 of the *Financial Accountability Act 2009* (Qld). The RTA falls within the portfolio of the Minister for Housing.

Section 491 of the RTRA Act establishes the RTEO as a statutory body for the purposes of the *Financial Accountability Act 2009* (Qld).

To ensure full transparency of the services and functionality that the RTEO provides the RTA, a Work Performance Arrangement was developed in accordance with Section 493 of the RTRA Act. This document provides the authority under which employees of the RTEO perform work for the RTA and stipulates operational activities of the RTEO effective from 1 July 2008.

Notes to the Financial Statements

for the year ended 30 June 2023

3. Controlled entity of the RTA

The following entity is controlled by the Residential Tenancies Authority:

Directly controlled

Name:	Residential Tenancies Employing Office
Purpose and principal activity:	Employs staff to perform work for the parent entity as per the work performance agreement between the two entities in accordance with the RTRA Act.
Nature of relationship:	The <i>Statutory Bodies Legislation Amendment Act 2007</i> (Qld) amended the <i>Residential Tenancies Act 1994</i> (Qld) to allow the RTA to enter into a Work Performance Arrangement with the RTEO. This arrangement details how the RTEO provides employment services to the RTA. The RTEO invoices the RTA on a yearly basis for all expenses incurred as part of the arrangement.
Auditor and audit fees:	Queensland Audit Office (QAO) 2023: \$3,500 (2022: \$3,400)
Financial information:	
Total assets: \$5.2M (2022: \$5.0M)	Total revenue: \$25.5M (2022: \$21.3M)
Total liabilities: \$5.2M (2022: \$5.0M)	Total operating result: \$nil (2022: \$nil)

	Group		Parent	
	2023 \$'000	2022 \$'000	2023 \$'000	2022 \$'000
4. Investment returns				
Investment revenue				
Investment distribution income	-	12,355	-	12,355
Bank interest	1,527	435	1,522	434
Total investment revenue	1,527	12,790	1,522	12,789
Expenses				
Fair value loss on investments	-	51,779	-	51,779

Accounting policy – investment revenue recognition

Changes in the net market value of investments were recognised in the period in which they occur. The net market value was based on the closing unit redemption price and includes both realised and unrealised movements. Distributions were reinvested into either Queensland Investment Corporation (QIC) managed funds or Queensland Treasury Corporation (QTC) Guaranteed Capital Cash Fund. Any interest derived on funds invested with other financial institutions is brought to account when earned.

Notes to the Financial Statements

for the year ended 30 June 2023

	Group		Parent	
	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000
5. Grants and contributions				
Queensland Government operating grants	36,112	16,913	36,112	16,913
Total grants and contributions	36,112	16,913	36,112	16,913

Accounting policy – Grants and contributions

Grants and contributions arise from transactions that are non-reciprocal in nature (i.e. do not require any goods or services to be provided in return).

Where the grant agreement is enforceable and contains sufficiently specific performance obligations for the RTA to transfer goods or services to a third-party on the grantor's behalf, the grant is accounted for under AASB 15 *Revenue from Contracts with Customers*. In this case, revenue is initially deferred as unearned revenue (contract liability) and recognised as or when the performance obligations are satisfied.

Otherwise, the grant or donation is accounted for under AASB 1058 *Income of Not-for-Profit Entities*, whereby revenue is recognised upon receipt of the grant funding, except for special purpose capital grants received to construct non-financial assets to be controlled by the RTA. The RTA did not receive any special purpose capital grants in this financial year.

During the year the RTA has received \$35M (2022: \$15.5M) grant funding from Queensland Government through the Department of Housing.

The Queensland Government also approved a funding allocation of \$3,021,024 over three years to implement *Housing Legislative Amendments Act 2021*. In 2022–23 the RTA received \$1,111,703 (2022:\$1,412,821) from the Department of Housing for implementation of the reforms which are being introduced in phases.

Both grants are recognised as revenue on receipt under AASB 1058, as performance obligations are not sufficiently specific.

	Group		Parent	
	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000
6. Employee expenses				
Employee benefits				
Salaries and wages	19,473	16,614	325	288
Allowances	39	31	-	-
Annual leave expense	1,967	1,636	27	27
Long service leave expense	659	179	9	9
Employer superannuation contributions	2,617	2,212	57	43
Total employee benefits	24,755	20,672	418	367
Employee related expenses				
Fringe benefits tax	48	53	48	53
Workers' compensation insurance	194	151	194	151
Payroll tax	1,235	1,022	27	24
Other employee related expenses	414	375	404	369
Total employee related expenses	1,891	1,601	673	597
Total employee expenses	26,646	22,273	1,091	964

Notes to the Financial Statements

for the year ended 30 June 2023

6. Employee expenses (continued)

The number of employees as at 30 June including both full-time employees and part-time employees measured on a full-time equivalent basis (FTE) is:

Group		Parent	
2023	2022	2023	2022
No.	No.	No.	No.
222	200	1	1

* FTE data as of 30 June 2023 based upon the fortnight ending 30 June 2023.

Accounting policy – wages, salary and sick leave

All employees of the RTEO and of the RTA are employed under the Act. No employees are employed under the *Public Sector Act 2022* (Qld) (Section 311C). Wages and salaries due but unpaid at reporting date are recognised in the Statement of Financial Position as at the current salary rates.

As the RTA expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Accounting policy – superannuation

Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the Queensland Government's QSuper defined benefit plan (the former QSuper defined benefit categories now administered by the Government Division of the Australian Retirement Trust) as determined by the employee's condition of employment and employee instructions as to superannuation plan (where applicable).

Defined contribution plans – Contributions are made to eligible complying superannuation funds based on the rates specified in the relevant EBA or other conditions of employment. Contributions are expensed when they are paid or become payable following completion of the employee's service each pay period.

Defined benefit plan – The liability for defined benefits is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit obligations is based upon the rates determined on the advice of the State Actuary. Contributions are paid by the RTA at the specified rates following completion of the employee's service pay each pay period. The RTA's obligations are limited to those contributions paid.

Accounting policy – workers compensation premiums

The RTA pays premiums to WorkCover Queensland in respect of its obligations for employee compensation. Workers compensation insurance is a consequence of employing staff but is not counted in an employee's total remuneration package. It is not employee benefits and is recognised separately as employee related expenses.

Key management personnel (KMP) and remuneration disclosures are detailed in note 26.

Notes to the Financial Statements

for the year ended 30 June 2023

7 (a). Supplies and services

	Group		Parent	
	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000
Delivery of service expenses	1,130	930	1,130	930
Board fees	163	161	163	161
Building expenses	1,726	1,091	1,726	1,091
Office expenses	74	57	74	57
Contractors and consultants	3,698	2,152	3,698	2,152
Less: capitalised costs	(45)	(24)	(32)	(5)
Investment fees*	(66)	1,825	(66)	1,825
Technology expenses	3,608	3,556	3,608	3,556
Legal expenses	86	95	86	95
Client engagement expenses	161	75	161	75
RTEO service fees	-	-	25,541	21,293
Other supplies and services	182	130	182	130
Total supplies and services	10,717	10,048	36,271	31,360

* No QIC investment management fees in the financial year due to the transfer of investments to Queensland State Government in 2021–22. An accrual of QIC investment management fee of \$142,000 was recognised at 30 June 2022. The accrual was reversed in 2022–23.

Office accommodation

The Queensland Government Accommodation Office (QGAO) has provided the RTA with office accommodation at level 11, 150 Mary Street, commencing in June 2021. This arrangement is categorised as procurement of services rather than a lease, as the Department of Energy and Public Works has substantive substitution rights over the assets. Payments are expensed as incurred and categorised within building expenses.

7 (b). Finance costs

	Group		Parent	
	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000
Interest on lease liabilities	-	1	-	1
Total Finance costs	-	1	-	1

Leasing arrangements

The lease of office premises at 179 Turbot Street ended in August 2021. The RTA relocated to new office premises in June 2021 to enable the completion of make good works prior to end of lease.

The remaining lease instalments were paid in the 2021–22 financial year. Lease interest is recognised in the month of the payment.

Make good work at Turbot Street was completed in February 2022.

Notes to the Financial Statements

for the year ended 30 June 2023

8. Depreciation and amortisation

Depreciation and amortisation were incurred in respect of:

Plant and equipment

Intangible assets

Internally generated software

Purchased software

Total depreciation and amortisation

Group		Parent	
2023	2022	2023	2022
\$'000	\$'000	\$'000	\$'000
76	96	76	96
1,622	1,526	1,622	1,526
32	34	32	34
1,730	1,656	1,730	1,656

9. Other expenses

External audit fees *

Internal audit fees

Bad and impaired debts

Special payments

Insurance premiums

Total other expenses

41	40	37	36
75	120	75	120
36	33	36	33
1	-	1	-
27	26	27	26
180	219	176	215

* Total external audit fees payable to QAO relating to the 2022–23 financial year are estimated to be \$40,750 for the group (2021–22: \$39,550 for the group). There are no non-audit services included in this amount.

10. Cash and cash equivalents

Cash at bank – Rental bond

Cash at bank – Operations

Queensland Treasury Corporation (QTC) – Operations

Total cash and cash equivalents

Group		Parent	
2023	2022	2023	2022
\$'000	\$'000	\$'000	\$'000
1,144,497	71,356	1,144,497	71,356
172	136	121	83
35,042	32,293	35,042	32,293
1,179,711	103,785	1,179,660	103,732

Accounting policy – cash and cash equivalents

For the purposes of the Statement of Financial Position and the Statement of Cash Flows, cash assets include all cash and cheques receipted but not banked at 30 June including deposits at call with financial institutions. It also includes investments with short periods to maturity that are readily convertible to cash at the RTA's option.

The funds in the rental bond account are restricted under section 150 of the RTRA Act.

Notes to the Financial Statements

for the year ended 30 June 2023

	Group		Parent	
	2023 \$'000	2022 \$'000	2023 \$'000	2022 \$'000
11. Other financial assets				
Managed funds – QIC	-	903,386	-	903,386
Total other financial assets	-	903,386	-	903,386

Represented by:

QIC Investment Products as at 30 June 2022	Group and Parent			
	Annual average return on investments	Treasurer approved strategic asset allocation parameter	Actual Allocation	Amount \$'000
QIC Cash Enhanced Fund	-0.35%	0% – 60%	2.85%	25,791
QIC Global Credit Fund	-9.90%	10% – 45%	24.44%	220,751
QIC Long Term Diversified Fund	-5.57%	0% – 40%	34.17%	308,652
QIC Property Fund	6.78%	5% – 20%	13.55%	122,450
QIC Short Term Income Fund	-2.14%	10% – 30%	24.99%	225,742
Total Portfolio	-4.15%		100.00%	903,386

Accounting policy – other financial assets

In 2021–22, funds managed by QIC were held at market value in a portfolio of five products covering various levels of investment risk and investment return. The RTA did not engage in any transactions for speculative purposes.

The RTA valued the investment portfolio at market value as stated by the QIC investment portfolio funds manager and was categorised as level 2 with the exception of the QIC Property Fund which was level 3 in the fair value hierarchy. Refer to Note 12 for further information regarding the RTA's fair value accounting policies.

As outlined in Note 1, amendments were introduced to the RTRA Act to remove the requirements for the RTA to be self-funded through investment earnings and progress to a grant funding model from 1 July 2022. As such the ownership of the assets were transferred to the State Government on 1 July 2022 based upon market values as of 30 June 2022.

Notes to the Financial Statements

for the year ended 30 June 2023

12. Fair value measurement

(a) Accounting policies and inputs for fair values

What is fair value?

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique.

Observable inputs are publicly available data that are relevant to the characteristics of the assets/liabilities being valued.

Unobservable inputs are data, assumptions and judgements that are not available publicly, but are relevant to the characteristics of the assets/liabilities being valued. As at 30 June 2022, the RTA's investment portfolio was valued at the market value as measured by the QIC portfolio funds manager and did not apply any other unobservable assumptions or judgements to the fair value assessment.

The market value of each of the funds the RTA invested in was determined as a function of the value of the investments the funds held. Such investments were ordinarily valued using level 1 or 2 inputs. The exception was the QIC Property Fund, the value of which was determined by the value of real property assets which included level 3 valuation inputs.

A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use.

Fair value measurement hierarchy

Details of individual assets and liabilities measured under each category of fair value are shown below.

All assets and liabilities of the RTA and its controlled entity for which fair value is measured or disclosed in the financial statements are categorised within the following fair value hierarchy, based on the data and assumptions used in the most recent specific appraisals:

Level 1	represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets and liabilities;
Level 2	represents fair value measurements that are substantially derived from inputs other than quoted prices included within level 1 that are observable, either directly or indirectly; and
Level 3	represents fair value measurements that are substantially derived from unobservable inputs.

As at 30 June 2022, the RTA valued the investment portfolio at market value as stated by the QIC investment portfolio funds manager which was categorised per the following fair value hierarchies as per the below table. There were no transfers of assets between fair value hierarchy levels during the period.

QIC Investment Products as at 30 June 2022	30 June 2022 Amount \$'000	Fair value hierarchy category
QIC Cash Enhanced Fund	25,791	Level 2
QIC Global Credit Fund	220,751	Level 2
QIC Long Term Diversified Fund	308,652	Level 2
QIC Property Fund	122,450	Level 3
QIC Short Term Income Fund	225,742	Level 2
Total Portfolio	903,386	

For short term trade receivables and payables with a contractual maturity date of one year or less, the carrying amount, as adjusted for any allowances for impairment, is deemed to reflect the fair value. There are no other assets or liabilities of the RTA which are measured at fair value. There were no transfers of assets between fair value hierarchy levels during the period.

Notes to the Financial Statements

for the year ended 30 June 2023

13. Receivables

Debtors

Less: allowance for expected credit losses

Accrued interest revenue

GST receivable

Total receivables

Group		Parent	
2023	2022	2023	2022
\$'000	\$'000	\$'000	\$'000
125	145	81	100
(26)	(26)	(26)	(26)
99	119	55	74
125	69	125	69
127	129	127	129
351	317	307	272

Accounting policy – Receivables

Debtors are recognised at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement of these amounts is required within 30 days from invoice date.

The collectability of receivables is assessed periodically with a loss allowance being made for expected credit losses. All known bad debts were written-off as at 30 June.

14. Other assets

Current

Prepayments

Total current

Non current

Prepayments

Total non current

Total other assets

Group		Parent	
2023	2022	2023	2022
\$'000	\$'000	\$'000	\$'000
389	342	389	260
389	342	389	260
16	26	16	26
16	26	16	26
405	368	405	286

Accounting policy – Other assets

Prepayments represent funds paid in advance of receiving the goods or services to which the payments relate. Goods and services can be received in a single period or over a period a of time.

Goods or services that is expected to be received within 12 months after the end of the reporting period are classified under current assets. All other prepayments are classified as non-current.

Notes to the Financial Statements

for the year ended 30 June 2023

	Group		Parent	
	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000
15. Intangible assets				
Software internally generated: at cost				
Gross	17,282	17,237	17,282	17,237
Less: accumulated amortisation	(12,099)	(10,477)	(12,099)	(10,477)
	5,183	6,760	5,183	6,760
Software purchased: at cost				
Gross	823	823	823	823
Less: accumulated amortisation	(789)	(757)	(789)	(757)
	34	66	34	66
Total intangible assets	5,217	6,826	5,217	6,826

Reconciliation of Intangible assets

	Software internally generated	Software purchased	Software work in progress	Total
	Group and Parent			
	\$'000	\$'000	\$'000	\$'000
2023				
Carrying amount at 1 July 2022	6,760	66	-	6,826
Acquisitions	45	-	-	45
Amortisation	(1,622)	(32)	-	(1,654)
Carrying amount at 30 June 2023	5,183	34	-	5,217
2022				
Carrying amount at 1 July 2021	7,884	100	378	8,362
Acquisitions	24	-	-	24
Transfers	378	-	(378)	-
Amortisation	(1,526)	(34)	-	(1,560)
Carrying amount at 30 June 2022	6,760	66	-	6,826

Notes to the Financial Statements

for the year ended 30 June 2023

15. Intangible assets (continued)

Accounting policy – recognition and measurement

Intangible assets of the RTA comprise both internally generated and purchased software. Intangible assets with a historical cost or other value equal to or greater than \$100,000 are recognised in the financial statements. Items with a lesser value are expensed.

There is no active market for any of the RTA's intangible assets. As such, the assets are recognised and carried at historical cost less accumulated amortisation and accumulated impairment losses.

Expenditure on research activities relating to internally generated intangible assets is recognised as an expense in the period in which it is incurred.

Costs associated with the internal development of computer software are capitalised and amortised under the amortisation policy below. Costs that do not meet the criteria for capitalisation are expensed as incurred.

The residual value is zero for all of the RTA's intangible assets.

Accounting policy – amortisation expense

Key judgement – intangible assets

All intangible assets of the RTA have finite useful lives and are amortised on a straight line basis over their estimated useful life to the organisation. Straight line amortisation is used reflecting the expected consumption of economic benefits on a progressive basis over the useful life of intangibles.

Useful life

Key estimate – intangible assets

For each class of intangible asset the following amortisation rates are used:

Intangible asset	Useful life
Software purchased	3 to 10 years
Software internally generated	5 to 10 years

Accounting policy – impairment

All intangible assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the RTA determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss in the profit and loss.

Intangible assets are principally assessed for impairment by reference to the actual and expected continuing use of the asset by the RTA, including discontinuing the use of the software. Recoverable amount is determined as the higher of the asset's fair value less costs to sell and its value-in-use.

Notes to the Financial Statements

for the year ended 30 June 2023

	Group		Parent	
	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000
16. Property, plant and equipment				
Property, plant and equipment: at cost				
Gross	525	598	525	598
Less: accumulated depreciation	(262)	(259)	(262)	(259)
Total property, plant and equipment	263	339	263	339

Reconciliation of Property, plant and equipment

	Plant and Equipment
	Group and Parent
	\$'000
2023	
Carrying amount at 1 July 2022	339
Depreciation	(76)
Carrying amount at 30 June 2023	263
2022	
Carrying amount at 1 July 2021	435
Depreciation	(96)
Carrying amount at 30 June 2022	339

Notes to the Financial Statements

for the year ended 30 June 2023

16. Property, plant and equipment (continued)

Accounting policy – recognition and acquisition

Basis of capitalisation and recognition thresholds

Items of property, plant and equipment with a historical cost equal to or exceeding the following thresholds in the year of acquisition are reported as property, plant and equipment in the following classes:

Plant and equipment \$5,000

Items with a lesser value are expensed in the year of acquisition.

Expenditure on property, plant and equipment is capitalised where it is probable that the expenditure will produce future service potential for the RTA. Subsequent expenditure is only added to an asset's carrying amount if it increases the service potential or useful life of that asset. Maintenance expenditure that merely restores original service potential (lost through ordinary wear and tear) is expensed.

Accounting policy – cost of acquisition

Historical cost is used for the initial recording of all property, plant and equipment acquisitions. Historical cost is determined as the value given as consideration and costs incidental to the acquisition, plus all other costs incurred in getting the assets ready for use.

Accounting policy – depreciation expense

Property, plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less any estimated residual value, progressively over its estimated useful life to the RTA.

Key judgement:

Straight line depreciation is used as it is consistent with the even consumption of service potential of these assets over their useful life to the RTA.

Separately identifiable components of complex assets are depreciated according to the useful lives of each component, as doing so results in a material impact on the depreciation expense reported.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the RTA.

For the RTA's depreciable assets, the estimated amount to be received on disposal at the end of their useful life (residual value) is determined to be zero.

Key estimate: depreciation rates

Depreciation rates for each class of depreciable asset (including significant identifiable components):

Property, plant and equipment	Useful life
Plant and equipment	3 to 20 years

Notes to the Financial Statements

for the year ended 30 June 2023

	Group		Parent	
	2023 \$'000	2022 \$'000	2023 \$'000	2022 \$'000
17. Payables				
Current				
a) Payables				
Trade creditors	996	1,471	895	1,347
Payables to RTEO	-	-	5,108	4,783
	996	1,471	6,003	6,130
b) Rental bonds and unclaimed monies				
Rental bonds	1,142,540	1,024,978	1,142,540	1,024,978
Unclaimed bond monies *	2,000	4,965	2,000	4,965
	1,144,540	1,029,943	1,144,540	1,029,943

* Includes unclaimed amounts in the rental bond account that have been paid by cheque and have not been presented within 15 months or more.

Accounting policy – payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the nominal amount i.e. agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on 30 day terms.

Accounting policy – rental bonds and unclaimed monies

In accordance with s116 of the RTRA Act and regulations thereto, a person receiving a rental bond must, within 10 days of receiving it, pay it to the RTA. These bonds are withdrawn when the tenancies are terminated, which can be at any time following bond lodgement. Per AASB 13 *Fair Value Measurement*, the fair value of a financial liability with a demand feature is not less than its carrying value. Bond lodgements are recognised as current liabilities as the RTA does not have an unconditional right to defer settlement beyond 12 months. Bonds are a financial liability and are regarded as being payable on demand.

Under Section 151 of the RTRA Act when a cheque (or electronic funds transfer) has not been presented or successfully transferred to the recipient at least 7 years from the date that the payment was made then it is classified as unclaimed bond monies. These are disclosed as current liabilities and are recognised at the face value of the bond. Unclaimed monies do not lose the demand feature associated with the bond, and are therefore recognised as current liabilities at their undiscounted face value.

During the financial year the RTA obtained approval from the Minister under s151(2) of the RTRA Act to transfer unclaimed bond monies amounting to \$2,960,000 (2020: \$9,478,837) aged greater than 7 years out of the rental bond account. A further \$2,000,000 was approved by the Minister to access in the 2023-24 financial year. Usage of these funds are permitted for the purpose of administering rental advisory services under the Act. The liability associated with these unclaimed bond monies are derecognised in the year of access.

As of 30 June 2023, the RTA has spent a total of \$4,843,710 (2022: \$3,466,414) of unclaimed bond monies for purposes permitted under the Act.

The RTA retains an obligation to repay these monies in the event they are claimed, refer Note 22 and 24 for further disclosures.

Notes to the Financial Statements

for the year ended 30 June 2023

	Group		Parent	
	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000
18. Accrued employee benefits				
Current				
Annual leave	1,840	1,833	36	29
Long service leave	1,831	1,923	33	24
Accrued wages	22	-	-	-
Time off in lieu (TOIL)	14	21	-	-
Total current	3,707	3,777	69	53
Non current				
Long service leave	1,464	1,115	-	-
Total non current	1,464	1,115	-	-
Total accrued employee benefits	5,171	4,892	69	53

All provisions include associated on-costs.

Accounting policy – accrued employee benefits

TOIL, long service leave and annual leave due but unpaid at reporting date are recognised in the Statement of Financial Position at the remuneration rates expected to apply at the time of settlement including on-costs in accordance with AASB 119 *Employee Benefits*.

For unpaid entitlements expected to be wholly settled within 12 months, the liabilities are recognised at their undiscounted values. For those entitlements not expected to be wholly settled within 12 months, the liabilities are recognised at their present value, calculated using yields on fixed rate commonwealth government bonds of similar maturity, after projecting the remuneration rates expected to apply at the time of likely settlement. Unpaid liabilities are classified as current where the RTA does not have an unconditional right to defer settlement beyond 12 months.

Key estimate: long service leave

Several estimates and assumptions are used in calculating the accrued long service leave. These include:

- expected future salary increases 4.0% (2022: 2.5%)
- discount rates 3.95% to 4.18% (2022: 2.38% to 3.86%)

Changes in these estimations may impact on the carrying amount of the accrued long service leave benefits liability.

19. Contributed equity

Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities specifies the principles for recognising contributed equity. The following item is recognised as contributed equity by the RTA during the reporting period:

- An equity injection, one-off cash contribution to the RTA by the Queensland Treasury through Department Housing as per the obligation set out in s.574 of the *Residential Tenancies and Rooming Accommodation Act 2008* to cover the shortfall of \$55,189,310 between the RTA's rental bond assets held against the rental bond liabilities, as per the audited 30 June 2022 financial statements.

Refer to Note 1 for further information regarding the funding changes.

Notes to the Financial Statements

for the year ended 30 June 2023

20. Financing arrangements

	Group		Parent	
	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000
Access was available at balance date to the following lines of credit:				
Corporate credit cards	200	200	200	200

21. Financial instruments

(a) Categorisation of financial instruments

The RTA and its controlled entity have the following categories of financial assets and financial liabilities:

	Group		Parent	
	2023	2022	2023	2022
	\$'000	\$'000	\$'000	\$'000
Category				
Current financial assets				
Financial assets measured at fair value through profit and loss:				
Cash and cash equivalents	1,179,711	103,785	1,179,660	103,732
Other financial assets	-	903,386	-	903,386
Financial assets measured at amortised cost:				
Receivables	351	317	307	272
Total current financial assets	1,180,062	1,007,488	1,179,967	1,007,390
Current financial liabilities				
Financial liabilities measured at amortised cost:				
Payables	996	1,471	6,003	6,130
Rental bonds and unclaimed monies	1,144,540	1,029,943	1,144,540	1,029,943
Total current financial liabilities	1,145,536	1,031,414	1,150,543	1,036,073

No financial assets and financial liabilities have been offset and presented net in the Statement of Financial Position.

Accounting policy – financial instruments: recognition and classification

Financial assets and financial liabilities are recognised in the Statement of Financial Position when the RTA becomes a party to the contractual provisions of the financial instrument.

Notes to the Financial Statements

for the year ended 30 June 2023

21. Financial instruments (continued)

(b) Financial risk management

The RTA's activities expose it to a variety of financial risks as set out in the following table.

Risk exposure	Measurement method
Credit risk	Aging analysis, earnings at risk
Liquidity risk	Sensitivity analysis
Market risk	Investment earnings sensitivity analysis

Financial risk management is implemented pursuant to Government and RTA policy. These policies focus on the unpredictability of financial markets and seek to minimise potential adverse effects on the financial performance of the RTA and its controlled entity.

The RTA and its controlled entity have written principles for overall risk management as well as policies covering specific areas.

The RTA's activities expose it to a variety of financial risks as set out in the following table:

Risk exposure	Credit risk
Definition	Credit risk exposure refers to the situation where the RTA may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.
Exposure	The RTA is exposed to credit risk in respect of its receivables (Note 13), cash and cash equivalents (Note 10) and other financial assets (Note 11). No collateral is held as security and no credit enhancements relate to financial assets held by the RTA or its controlled entity. The combined carrying amount of each of these asset classes as disclosed in Note 21(a) represents the group's maximum exposure to credit risk at 30 June 2023. No financial assets have had their terms renegotiated so as to prevent them from being past due or impaired, and are stated at the carrying amount as indicated.
Risk management strategies	<p>The RTA and its controlled entity manage credit risk through the use of a credit management strategy.</p> <p>This strategy aims to reduce the exposure to credit default by ensuring that the RTA invests in secure assets and monitors all funds owed on a timely and ongoing basis. The RTA manages its exposure to credit risk on investments through compliance with the SBFA Act, Queensland Treasury Guidelines and a formal investment strategy approved by the RTA Board. The Treasurer must approve through Section 61A of the SBFA Act the strategic asset allocation parameters. The Treasurer approved the RTA to appoint QIC as its fund manager under section 59 of the SBFA Act on 5 February 2004.</p> <p>On 8 July 2022 the RTA terminated the agreement with QIC with the transfer of investments to the Queensland State Government (Note 1).</p> <p>The method for calculating any provisional impairment for risk is based on past experience, current and expected changes in economic conditions and changes in client credit ratings.</p> <p>The loss allowance for the expected credit losses from receivables is based on the RTA's historical credit loss experience for various group of debtors (Note 13).</p>
Risk exposure	Liquidity risk
Definition	Liquidity risk refers to the situation where the RTA may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.
Exposure	The RTA is exposed to liquidity risk in respect of its payables (Note 17a), rental bonds and unclaimed monies (Note 17b).
Risk management strategies	The RTA and its controlled entity manage liquidity risk on the basis of the investment policy and cash management procedures. This policy aims to reduce the exposure to liquidity risk by ensuring the RTA and its controlled entity have sufficient funds available to meet rental bond, employee and supplier obligations as and when they fall due. This is achieved by ensuring that minimum levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities. Cash-flow management is performed daily. In the event that the RTA is unable to meet its financial liability obligations, the State will provide support to ensure that the RTA can comply with its obligations.

Notes to the Financial Statements

for the year ended 30 June 2023

Risk exposure	Market risk
Definition	<p>The risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: currency risk, interest rate risk and other price risk.</p> <p>Interest rate risk and other price risks are risks that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates or other market factors.</p>
Exposure	<p>The RTA does not trade in foreign currency (other than indirectly through its investments with QIC) and is not materially exposed to commodity price changes.</p> <p>The RTA is exposed to interest rate and other price risks through its investments. Through the investment strategy with QIC, the RTA was exposed to the risk of movements in domestic and international bond yields, equity investment values, and exchange fluctuations for investments denominated in foreign currencies, refer (Note 11). From 1 July 2022 the RTA have limited market risk exposure with the transfer of QIC investments to the State Government.</p> <p>The RTA is also exposed to interest rate risk through its cash deposited in interest bearing accounts. From 1 July 2022, rental bonds held within cash at bank do not provide interest to the RTA. The RTA maintain operating cash balances in interest bearing accounts (Note 10).</p>
Risk management strategies	<p>The RTA managed its exposure to market risk on investments through compliance with the SBFA Act Queensland Treasury Guidelines and a formal investment policy approved by the RTA Board. The Treasurer must approve through Section 61A of the SBFA Act the strategic asset allocation parameters. The Treasurer approved the RTA to appoint QIC as its fund manager under section 59 of the SBFA Act on 5 February 2004. On 8 July 2022 the RTA terminated the agreement with QIC with the transfer of investments to the Queensland State Government (Note 1).</p> <p>From 1 July 2022 the RTA only manage operational cash balances. The management of these funds remains within the above risk management processes and legislation.</p>

Notes to the Financial Statements

for the year ended 30 June 2023

21. Financial instruments (continued)

(c) Liquidity risk – contractual maturity of financial liabilities

The following table sets out the liquidity risk of financial liabilities held by the RTA and its controlled entity. It represents the contractual maturity of financial liabilities, calculated based on undiscounted cash flows relating to the liabilities at reporting date.

		Group				
		Payable in:				
		≤ 1 year	> 1 year ≤ 5 years	> 5 years	Total	Carrying value
		\$'000	\$'000	\$'000	\$'000	\$'000
Notes						
2023						
Financial liabilities						
Payables	17	996	-	-	996	996
Rental bonds and unclaimed monies	17	1,144,540	-	-	1,144,540	1,144,540
Total financial liabilities		1,145,536	-	-	1,145,536	1,145,536
2022						
Financial liabilities						
Payables	17	1,471	-	-	1,471	1,471
Rental bonds and unclaimed monies	17	1,029,943	-	-	1,029,943	1,029,943
Total financial liabilities		1,031,414	-	-	1,031,414	1,031,414

Notes to the Financial Statements
for the year ended 30 June 2023

21. Financial instruments (continued)

(c) Liquidity risk – contractual maturity of financial liabilities (continued)

		Parent				
		Payable in:			Total	Carrying value
		≤ 1 year	> 1 year ≤ 5 years	> 5 years		
	Notes	\$'000	\$'000	\$'000	\$'000	\$'000
2023						
Financial liabilities						
Payables	17	6,003	-	-	6,003	6,003
Rental bonds and unclaimed monies	17	1,144,540	-	-	1,144,540	1,144,540
Total financial liabilities		1,150,543	-	-	1,150,543	1,150,543
2022						
Financial liabilities						
Payables	17	6,130	-	-	6,130	6,130
Rental bonds and unclaimed monies	17	1,029,943	-	-	1,029,943	1,029,943
Total financial liabilities		1,036,073	-	-	1,036,073	1,036,073

Notes to the Financial Statements

for the year ended 30 June 2023

21. Financial instruments (continued)

(d) Market risk – sensitivity analysis

In 2021–22 financial year, the RTA and its controlled entity assessed interest rate exposure and the impact of market volatilities in conjunction with its fund manager. For the purpose of this report the RTA has used the variance from budgeted returns as the basis of the sensitivity analysis. If the actual investment return varies by +685 of -20 basis points for the 2021–22 year the corresponding impact on the RTA's earnings and net assets is summarised in the table below:

	Group and Parent				
	\$'000	\$'000	\$'000	\$'000	\$'000
	Carrying Amount	Operating Surplus/ (Deficit)	Equity	Operating Surplus/ (Deficit)	Equity
2022 Market risk	Return on earnings basis points				
		20 pts less than actual		685 pts greater than actual	
Investment earning variation	903,386	(1,807)	(1,807)	61,882	61,882
Actual result		(56,270)	(21,285)	(56,270)	(21,285)
Changed result		(58,077)	(23,092)	5,612	40,597

22. Contingencies

Unclaimed bond liabilities

As described in Note 17 the RTA retains an obligation to refund derecognised unclaimed payments liabilities up to \$12,427,728, if these payments are subsequently claimed. The probability of future claims against these funds remains low despite a public campaign to for customers to claim these funds. Over the past seven years the average annual payments made in respect of unclaimed funds aged greater than seven years was \$7,022 (2022: \$14,837).

23. Capital commitments

The RTA and its controlled entity have no capital commitments as at the reporting date.

24. Events occurring after balance date

During July 2023, the RTA has launched a media campaign to encourage public to claim outstanding bonds including unclaimed funds and introduced an online enquiry form on the RTA's website to check and claim the bond monies owing to them. The impact of the campaign should see the reduction of bonds payable and possibly an impact to unclaimed funds. As at 30 June 2023 the RTA reports \$37,491,601 in bonds payable and has \$14,438,649 held as unclaimed monies, of which \$12,438,837 has been de-recognised and \$1,999,812 remains in unclaimed bond liabilities.

The RTA and its controlled entity are not aware of any other events occurring after balance date that would impact this financial report.

25. Future impact of accounting standards not yet effective

At the date of the authorisation of the financial report, Australian accounting standards and interpretations with future effective dates are either not applicable to or have no material impact on the activities of the RTA.

Notes to the Financial Statements

for the year ended 30 June 2023

26 . Key management personnel (KMP) disclosures

(a). Key management personnel

The RTA's responsible Minister is the Minister for Housing and is identified as part of the organisation's Key management personnel (KMP).

The following details for non-ministerial key management personnel include those positions that had authority and responsibility for planning, directing and controlling the activities of the RTA and its controlled entity during 2022–23 and 2021–22.

Further information on these positions can be found in the body of the Annual Report under the section relating to executive management.

Key management personnel and remuneration disclosures are made in accordance with the Financial Reporting Requirements for Government Agencies issued by Queensland Treasury.

Position	Responsibilities	Changes to positions	
		2023	2022
Chief Executive Officer	Leads the Executive Leadership Team to ensure progress on the strategic priorities of the business and engages regularly with industry stakeholders to increase opportunities for collaboration and consultation.	-	-
Chief Financial Officer	Ensures business sustainability by managing financials, meeting governance and legal requirements to assess and mitigate risks, and overseeing investigations for compliance activities.	-	-
Chief Digital Officer	Manages all information technology and record keeping requirements, business systems and applications in partnership with managed services provider Idea 11, and provides business intelligence and smart digital solutions to facilitate strategic direction and priorities.	Current acting: from 08/05/2023 Former: from 17/05/2021-05/06/2023	-
Chief Customer Experience Officer	Leads the Customer Experience division including Call Centre, Dispute Resolution and Bond Management with the purpose of providing high-quality customer-centric services utilising modern and diverse channels.	-	-
Chief People Officer	Leads the People and Culture division which includes specialist teams across Human Resources, Learning and Organisational Development, Communications and Education and Change Management.	-	-
Chief Transformation Officer	Partners with all divisions to provide high level oversight and targeted, holistic change management, communications, engagement and project governance for RTA projects.	New role: from 23/01/2023	-

Notes to the Financial Statements

for the year ended 30 June 2023

26. Key management personnel (KMP) disclosures (continued)

(b) Remuneration expenses

The remuneration packages for key executive management personnel comprise of the following components: –

- Short term employee benefits which include:
 - Base – consisting of base salary, allowance and leave entitlements paid and provided for the entire year or for that part of the year during which the employee occupied the specified position. Amounts disclosed equal the amount expensed in the Statement of Comprehensive Income.
 - Non-monetary benefits – consisting of provision of self-education expenses together with fringe benefits tax applicable to the benefit.
- Long term employee benefits include long service leave accrued.
- Post employment benefits include employer superannuation contributions.
- Termination benefits are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payments in lieu of notice on termination, regardless of the reason for termination.

Total fixed remuneration is calculated on a 'total cost' basis and includes the base and non-monetary benefits, long term employee benefits and post employment benefits.

No performance payments were made to key executive management personnel during the financial year.

1 July 2022 – 30 June 2023

Position	Short Term Employee Benefits		Long Term Employee Benefits	Post Employee Benefits	Termination Benefits	Total Remuneration
	Base	Non-Monetary Benefits				
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Chief Executive Officer	342		8	35		385
Chief Financial Officer*	221		6	23		250
Chief Digital Officer	225		6	28	70	329
Chief Customer Experience Officer	209		5	22		236
Chief People Officer*	226		5	24		255
Chief Transformation Officer	86		2	9		97
Total	1,309	-	32	141	70	1,552

* Includes higher duty payments.

The remuneration policy for the RTA and its controlled entity is provided for under the Act. Pursuant to this, the executive officer of the RTEO is the same person who holds the existing appointment as the Chief Executive Officer of the RTA. The RTA Chief Executive Officer is appointed by the Governor in Council.

The details of the other terms of employment (including motor vehicle entitlements) for the Chief Executive Officer position are specified in the employment contract. The current Chief Executive Officer has been reappointed to the RTA on a fixed three year contract effective from 30 April 2021.

For the 2022–23 year, the remuneration of key executive management increased by 2.5% in September 2022 (2022: 2.5% in September 2021 and 2.5% in March 2022) for Senior Officers and Senior Executive Services, in accordance with government directives.

Notes to the Financial Statements

for the year ended 30 June 2023

26. Key management personnel (KMP) disclosures (continued)

(b) Remuneration (continued)

1 July 2021 – 30 June 2022

Position	Short Term Employee Benefits		Long Term Employee Benefits	Post Employee Benefits	Termination Benefits	Total Remuneration
	Base	Non-Monetary Benefits				
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Chief Executive Officer	310	-	8	29	-	347
Chief Financial Officer*	207	-	5	23	-	235
Chief Digital Officer	202	-	5	21	-	228
Chief Customer Experience Officer	199	-	5	21	-	225
Chief People Officer*	225	-	6	22	-	253
Total	1,143	-	29	116	-	1,288

* Includes higher duty payments.

(c) Other transactions with key management personnel and their related parties

For the 2022–23 financial year there were no material related party transactions between the RTA and key management personnel other than ordinary citizen transactions.

Notes to the Financial Statements

for the year ended 30 June 2023

27. Board disclosures

Section 471 of the Act provides for the RTA to have a Board of Directors. There is no legislative requirement for the RTEO to have a Board.

The Queensland Government determines appropriate payment for part-time chairs and members of government boards, committees and statutory authorities. Payments are made in accordance with the Executive Council minute for each Director appointed as approved by the Governor in Council.

(a) Board members remuneration

	Appointed	Ceased	Group		Parent	
			2023 \$'000	2022 \$'000	2023 \$'000	2022 \$'000
Mr Stephen Ryan (Chair)	Nov 2016		43	21	43	21
Mr Paul Melville	May 2017	Nov 2022	17	51	17	51
Ms Sally Watson	Nov 2016		21	21	21	21
Ms Janet Benson	May 2017		21	21	21	21
Ms Christine Castley	Dec 2017		21	21	21	21
Ms Cara Walsh	Sep 2020		21	21	21	21
Mr Damian Wright ¹	Sep 2020		19	20	19	20
Mr Nathanael Edwards	Nov 2022		14	-	14	-
Total Board member payments			177	176	177	176

The 2022–23 Board fees included fees of \$162,503 plus superannuation of \$14,864. The 2021–22 Board fees included fees of \$161,586 plus superannuation of \$14,151.

¹ – Mr Damian Wright's fee is paid to BDO Group Holdings.

(b) Other Transactions with Board Members and Board Member Related Entities

The RTA has no dealings with another entity of which a Board Member has a related interest as declared in the Conflicts of Interest Register.

28. Related party disclosures

During the year, the RTA was charged service fees by its controlled entity, the RTEO, of \$25,541,509 (2022: \$21,292,870).

Transactions with Queensland Government controlled entities

The RTA's primary ongoing source of income for its services are annual grants from Queensland Government (Note 5)

The Corporate Administration Agency (CAA) provides payroll services to the RTA. The total payments to CAA in 2023 were \$165,405 (2022: \$147,730).

The RTA has a contractual arrangement with QGAO for the supply and management of office accommodation from June 2021. The total payments to QGAO in this financial year were \$1,679,980 (2022: 1,247,576).

In 2021-22 financial year the RTA utilised the services of QIC to invest rental bond monies and excess cash reserves. The total management fees paid or payable in this financial year to QIC were \$nil and 2022: \$1,724,609.

The RTA has cash deposits held with QTC. Interest received from QTC on deposits were \$1,515,635 (2022:\$385,869). Total administration fees paid or payable in this financial year to QTC were \$65,944 (2022: \$89,883).

Notes to the Financial Statements

for the year ended 30 June 2023

29. Taxation

The RTA and its controlled entity are State bodies as defined under the *Income Tax Assessment Act 1936* and are exempt from Commonwealth (Cth) taxation with the exception of Fringe Benefits Tax (FBT), Goods and Services Tax (GST) and Pay-As-You-Go (PAYG) withholding requirements.

The RTA and its controlled entity are also required to comply with state taxes such as Payroll Tax (QLD).

Investment activity of the RTA is part of the RTA's overall enterprise. Accordingly, the RTA is subject to Division 70 of the GST Act which reduces the entitlement for GST refundable for acquisitions for the purposes of investment portfolio management.

Effectively, any GST paid on such expenditure is reduced by 25% (e.g. management fees). Additionally, a small percentage of GST paid on overall RTA operational costs is also disallowed.

Income, expenses, assets, and liabilities (excluding receivables and payables respectively) are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or in the amount of the expense.

Receivables and payables are stated with the amount of GST included, where applicable.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables, respectively, in the consolidated statement of financial position.

Cash flows are included in the consolidated statement of cash flows net of the amount of GST. The GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the ATO is classified as part of operating cash flows.

Commitments and contingencies are disclosed inclusive of the amount of GST recoverable from, or payable to, the ATO, where applicable.

RTEO and RTA are grouped for GST purposes.

30. Climate related risk disclosure

Whole-of-Government climate-related reporting

The State of Queensland, as the ultimate parent of the RTA, has published a wide range of information and resources on climate change risks, strategies and actions (qld.gov.au/environment/climate/climate-change) including the following key whole-of-Government publications:

- Climate Action Plan 2020-2030 (des.qld.gov.au/climateaction)
- Queensland Energy and Jobs Plan (epw.qld.gov.au/energyandjobsplan)
- Climate Adaptation Strategy (qld.gov.au/environment/climate/climate-change/adapting/strategy)
- Queensland Sustainability Report (treasury.qld.gov.au/programs-and-policies/esg/)

Accounting estimates and judgements – climate-related risks

No adjustments to the carrying value of assets were recognised during the financial year as a result of climate-related risks impacting current accounting estimates and judgements. No other transactions have been recognised during the financial year specifically due to climate-related risks impacting the RTA.

The RTA continues to monitor the emergence of material climate-related risks that may impact the financial statements, including those arising under the Queensland Government Climate Action Plan 2020–2030 and other Government publications or directives.

Notes to the Financial Statements

for the year ended 30 June 2023

31. Budgetary reporting disclosures

Statement of Comprehensive Income

		Original budget 2023	Actual 2023	Variance
	Variance notes	\$'000	\$'000	\$'000
Income				
Investment revenue	1	244	1,527	1,283
Grants and contributions		36,112	36,112	-
Other revenue		-	10	10
Other income	2	4,968	2,960	(2,008)
Total income		41,324	40,609	(715)
Expenses				
Employee expenses	3	31,649	26,646	5,003
Supplies and services	4	14,375	10,717	3,658
Depreciation and amortisation		1,698	1,730	(32)
Other expenses		438	180	258
Total expenses		48,160	39,273	8,887
Operating result for the year		(6,836)	1,336	8,172
Other Comprehensive Income		-	-	-
Total Operating Result		(6,836)	1,336	8,172

Notes to the Financial Statements

for the year ended 30 June 2023

31. Budgetary reporting disclosures (continued)

Statement of Financial Position

		Original budget 2023	Actual 2023	Variance
	Variance notes	\$'000	\$'000	\$'000
Current assets				
Cash and cash equivalents	5	1,068,090	1,179,711	111,621
Receivables		1,780	351	(1,429)
Other current assets		232	389	157
Total current assets		1,070,102	1,180,451	110,349
Non current assets				
Intangible assets		5,204	5,217	13
Property, plant and equipment		215	263	48
Other non current assets		92	16	(76)
Total non current assets		5,511	5,496	(15)
Total assets		1,075,613	1,185,947	110,334
Current liabilities				
Payables		1,878	996	882
Rental bonds and unclaimed monies	6	1,045,378	1,144,540	(99,162)
Accrued employee benefits		3,301	3,707	(406)
Total current liabilities		1,050,557	1,149,243	(98,686)
Non current liabilities				
Accrued employee benefits	7	1,268	1,464	(196)
Total non current liabilities		1,268	1,464	(196)
Total liabilities		1,051,825	1,150,707	(98,882)
Net assets		23,788	35,240	11,452
Equity				
Contributed equity		29,655	55,189	25,534
Accumulated deficit		(5,867)	(19,949)	(14,082)
Total equity	8	23,788	35,240	11,452

Notes to the Financial Statements
for the year ended 30 June 2023

31. Budgetary reporting disclosures (continued)

Statement of Cash Flows

		Original budget 2023	Actual 2023	Variance
	Variance notes	\$'000	\$'000	\$'000
Cash flows from operating activities				
Inflows				
Interest income		244	1,470	1,226
Bond lodgements	9	410,180	507,746	97,566
Government grants		36,112	36,112	-
Other operating receipts		-	10	10
GST collected from customers		9	8	(1)
GST refunds received		1,113	1,176	63
Outflows				
Bond claims		(385,000)	(390,190)	(5,190)
Employee expenses	10	(31,975)	(26,281)	5,694
Supplies and services	11	(14,375)	(11,292)	3,083
Other expenses		-	(180)	(180)
GST paid to suppliers		(1,122)	(1,183)	(61)
Net cash provided by/(used in) operating activities		15,186	117,396	102,210
Cash flows from investing activities				
Inflows				
Proceeds from transfer of investments	12	930,940	903,386	(27,554)
Outflows				
Payments for internally generated software		-	(45)	(45)
Net cash provided by/(used in) investing activities		930,940	903,341	(27,599)
Cash flows from financing activities				
Inflows				
Equity injection	13	29,655	55,189	25,534
Net cash provided by/(used in) financing activities		29,655	55,189	25,534
Net increase/(decrease) in cash and cash equivalents		975,781	1,075,926	100,145
Cash and cash equivalents at beginning of financial year		92,309	103,785	11,476
Cash and cash equivalents at end of financial year		1,068,090	1,179,711	111,621

Notes to the Financial Statements

for the year ended 30 June 2023

Explanations of major variances

Statement of Comprehensive Income

1 Investment revenue	Investment revenue was higher than budget due to higher cash reserves and interest rates.
2 Other income	The RTA obtained approval from the Minister under s151(2) of the RTRA Act to transfer unclaimed bond monies amounting to \$2.96M in 2022-23 financial year. A further \$2M was approved during the year with the access of funds permitted in 2023-24 financial year (Refer to Note 17).
3 Employee expenses	Employee expenses are lower than budget due to re-phasing of projects and higher vacancy rates reflecting the current employment market.
4 Supplies and services	Expenses are lower than budget due to re-phasing of project expenditure.

Statement of Financial Position

5 Cash and cash equivalents	The increase in cash is due to higher than expected rental bond monies received during the year.
6 Rental bonds and unclaimed monies	During the 2022–23 year, the value of bonds received from customers are increased compared to the budget.
7 Accrued employee benefits	The variance in the accrued employee benefits relates to non current long service leave liabilities. The increase in liabilities are due to the new staff and recognition of leave balances of employees transferred from other Government departments.
8 Total equity	The variance in total equity relates to higher than budgeted equity injection received (Note 19), offset by higher than budgeted accumulated deficit.

Statement of Cash Flows

9 Bond lodgements	The increase in cash inflows from bond lodgements are due to higher than expected average value of bonds received during the year.
10 Employee expenses	Cash outflows for employee expenses are lower due to the factors outlined in the major variance explanation in the statement of comprehensive income.
11 Supplies and services	Cash outflows for supplies and services are lower than budget due to the same factors outlined in the major variance explanation in the statement of comprehensive income.
12 Proceeds from transfer of investments	On 1 July 2022 the RTA transferred the ownership of the investment portfolio to State Government based on the market value as at 30 June 2022. Actual market value was \$28M lower than budgeted.
13 Equity injection	The increase of \$25M is due to higher than budgeted equity injection received to cover the shortfall of funds between the RTA's rental bond assets and liabilities as at 30 June 2022. Refer to Note 1 and Note 19.

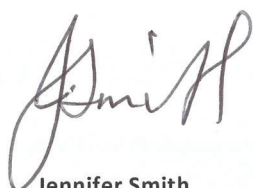
Management Certificate

for the year ended 30 June 2023

These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (Qld) (the Act), section 39 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with section 62(1)(b) of the Act we certify that in our opinion:

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Residential Tenancies Authority and its controlled entities for the financial year ended 30 June 2023 and of the financial position of the Authority and its controlled entities at the end of that year; and

We acknowledge responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.



Jennifer Smith

Chief Executive Officer



Steve Ryan

Chairperson, RTA Board

25/08/2023

INDEPENDENT AUDITOR'S REPORT

To the Board of the Residential Tenancies Authority

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report of the Residential Tenancies Authority (the parent) and its controlled entity (the group).

In my opinion, the financial report:

- a) gives a true and fair view of the parent's and group's financial position as at 30 June 2023, and their financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

The financial report comprises the statements of financial position as at 30 June 2023, the statements of comprehensive income, statements of changes in equity and statements of cash flows for the year then ended, notes to the financial statements including material accounting policy information and the management certificate.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the parent and group in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the entity for the financial report

The Board is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for such internal control as the Board determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Board is also responsible for assessing the parent's and group's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the parent or group or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of forming an opinion on the effectiveness of the entity's internal controls, but allows me to form an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of material accounting policy information used and the reasonableness of accounting estimates and related disclosures made by the group.
- Conclude on the appropriateness of the parent's and group's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the parent's or group's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the parent or group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to form an opinion on the financial report. I am responsible for the direction, supervision and performance of the audit of the group. I remain solely responsible for my audit opinion.

I communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Report on other legal and regulatory requirements


Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2023:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the entity's transactions and account balances to enable the preparation of a true and fair financial report.



30 August 2023

Jacqueline Thornley
as delegate of the Auditor-General

Queensland Audit Office
Brisbane

Appendices

Appendix A: Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7	3
Accessibility	Table of contents Glossary	ARRs – section 9.1	2
	Public availability	ARRs – section 9.2	2
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	2
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	2
	Information Licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5	2
General information	Introductory information	ARRs – section 10	6
Non-financial performance	Government's objectives for the community and whole-of-government plans/specific initiatives	ARRs – section 11.1	6
	Agency objectives and performance indicators	ARRs – section 11.2	45–47
	Agency service areas and service standards	ARRs – section 11.3	48
Financial performance	Summary of financial performance	ARRs – section 12.1	49
Governance – management and structure	Organisational structure	ARRs – section 13.1	26
	Executive management	ARRs – section 13.2	33–36
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3	N/A
	Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	40

Summary of requirement		Basis for requirement	Annual report reference
	Human Rights	<i>Human Rights Act 2019</i> ARRs – section 13.5	40
	Queensland public service values	ARRs – section 13.6	N/A
Governance – risk management and accountability	Risk management	ARRs – section 14.1	31
	Audit committee	ARRs – section 14.2	31–32
	Internal audit	ARRs – section 14.3	40
	External scrutiny	ARRs – section 14.4	40
	Information systems and recordkeeping	ARRs – section 14.5	42
	Information Security attestation	ARRs – section 14.6	N/A
Governance – human resources	Strategic workforce planning and performance	ARRs – section 15.1	36
	Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	N/A
Open data	Statement advising publication of information	ARRs – section 16	2
	Consultancies	ARRs – section 31.1	data.qld.gov.au
	Overseas travel	ARRs – section 31.2	40
	Queensland Language Services Policy	ARRs – section 31.3	data.qld.gov.au
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	89
	Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	90–92

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

ARRs *Annual report requirements for Queensland Government agencies*

Appendix B:

Glossary and list of charts

Glossary – Acronyms and abbreviations

ARC	Audit and Risk Committee
BTC	Better Together Committee
COVID-19	2019 Novel Coronavirus
ICT	Information and communications technology
IS18	2019 Information security protocol
ELT	Executive Leadership Team
FTE	Full-time equivalent (staff)
HLA Act	<i>Housing Legislation Amendment Act 2021</i>
MOU	Memorandum of Understanding
OFT	Office of Fair Trading
PCP	Proactive Compliance Programs
PS Act	<i>Public Sector Act 2022</i>
QCAT	Queensland Civil and Administrative Tribunal
RTA	Residential Tenancies Authority
RTI Act	<i>Right to Information Act 2009</i>
RTRA Act	<i>Residential Tenancies and Rooming Accommodation Act 2008</i>
SDS	Service Delivery Statement
SWG	Stakeholder Working Group

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