

Compliance and enforcement action plan 2024–26

(Updated May 2025)

The Residential Tenancies Authority (RTA) is committed to upholding and enforcing compliance within the Queensland rental sector. Faced with ongoing sector pressures, the RTA supports and protects Queenslanders by addressing issues of alleged non-compliance in a timely, informed and consistent way. This plan sets out the 2024–26 compliance priorities and effective enforcement actions the RTA will take as a fair, valued and impactful regulator.

Priority offences

The RTA acts in the public interest to protect Queenslanders from repeat, opportunistic and serious non-compliant behaviours. New and trending offences being prioritised during 2024–26 include:



Rent increases within 12 months



Non-compliance with tenancy application process



Unlawful entry



Failure to provide/keep receipts



Providing false and misleading information



Rent not offered at fixed amount



Non-lodgement of bond



Evidence not provided for bond claim

Actions

1

Monitor and investigate public reports of non-compliance and information received from stakeholders, media and inter-government agencies in a timely, informed and consistent way.

2

Target repeat offenders and alleged non-compliance where conduct does not meet community expectations, reflects disregard for the law or aligns with the RTA's priority offences.

3

Monitor compliance and emerging trends with a focus on new offences to inform future policy direction. Refer emerging trends and legal limitations to inform policy development and legislative changes.

4

Promote increased inter-government agency intelligence through the Queensland Rental Accommodation Regulators Group.

5

Identify sector-wide risks, opportunities and proactive activities through data intelligence and strategic stakeholder engagement relating to non-compliance trends and insights.

6

Work with sector stakeholders to improve awareness of what issues are suitable for investigation (or other pathways such as dispute resolution if unsuitable for investigation) and promote dedicated channels for the public and support organisations to request an investigation.

7

Continuously improve and align internal processes with best practice regulator models to deliver the most efficient and effective regulation and enforcement actions in the public interest.

8

Continue to review and refine compliance and enforcement customer communications to provide clear, concise and easy to understand information, enforcement directions and/or corrective actions to alleged offenders.

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Enforcement outcomes

The RTA applies Queensland regulator model practices and principles, ensuring procedural fairness and equitable decision-making to deliver responsible use of public resources and effective regulation. Enforcement action is proportionate to the severity of offence, public interest and community impact. Enforcement outcomes include:



Notice of non-compliance

May be issued where there is no history of non-compliance, where it is an isolated incident or other mitigating circumstances apply.



Penalty infringement notice (fine)

Generally issued where legally possible and where there is repeated non-compliance and deliberate or potential harm caused.



Prosecution

Pursued for serious matters or systemic non-compliant conduct and litigation is in the public interest.

RTA Strategic Plan 2022–26

This action plan supports the delivery of the RTA Strategic Plan 2022–26, and contributes to achieving our vision of renting that works for everyone.

Acknowledgement

We respectfully acknowledge the Traditional Owners and Custodians of this country and their continuing connection with land, waters and culture. We pay our respects to all Traditional Owners and to Elders past, present and future.

Our commitment to human rights

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