

Annual Report

2024–25



Accessibility



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Additional online reporting

The following additional annual reporting requirements can be accessed through the Queensland Government Open Data website (data.qld.gov.au):

- consultancies
- overseas travel
- *Queensland language services policy*
- Charter of Victims' Rights.



Providing feedback

Readers are invited to comment on this report by emailing annualreport@rta.qld.gov.au or by calling the RTA Contact Centre on 1300 366 311.



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To read the *RTA Annual Report 2024–25* online, visit: rta.qld.gov.au/annualreport.

Acknowledgement of Country

The Residential Tenancies Authority respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of 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 future.

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Letter of compliance

15 September 2025

The Honourable Sam O'Connor MP
Minister for Housing and Public Works and Minister for Youth
GPO Box 690
Brisbane Qld 4001

Dear Minister

I am pleased to submit for presentation to the Queensland Parliament the annual report 2024–25 and financial statements for the Residential Tenancies Authority (RTA).

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*, 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 89 of this report.

Yours sincerely

B Monahan

Brook Monahan
Board Chair
Residential Tenancies Authority

Chair's message

In the 2024–25 financial year, the RTA marked its 35th anniversary and continued to deliver on its vision of renting that works for everyone. The *Residential Tenancies Authority (RTA) Annual Report 2024–25* outlines the RTA's achievements for the year as it reached this significant milestone.

Queensland's residential rental sector continued to experience challenges with low vacancy rates and weekly median rents remaining high at \$600. The slight increase in bonds held by the RTA reflects the ongoing demand in the rental market. At the same time, Queensland also experienced particularly severe weather, with major flooding events and ex-Tropical Cyclone Alfred affecting homes across the state.

Following a change in government in October 2024, the Honourable Sam O'Connor MP was appointed Minister for Housing and Public Works and Minister for Youth. I was pleased to be appointed as RTA Board Chair in July 2025 with the Minister's support and I look forward to working with him in 2025–26.

In 2024–25 the RTA saw several rental law changes implemented under the *Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Act 2024*, including the introduction of a new standardised application form for tenancies, a maximum bond amount and changes to entry requirements. Minimum housing standards were also introduced for all Queensland tenancies. The RTA continues to focus on helping Queenslanders navigate these changes and understand their new rental rights and responsibilities.

The RTA published its *Stakeholder engagement framework 2024–26* in September 2024, setting out an enhanced approach for how it engages with stakeholders. Consultation on the framework sharpened the RTA's focus on collaboration and outcomes, which led to the RTA standing up new stakeholder working groups with broader participation to offer value to the sector and improve the customer experience.

In April 2025, chief executive officer Jennifer Smith left after leading the RTA for 7 years. Jennifer supported the RTA to deliver 3 strategic plans, implement significant legislative changes, navigate COVID-19 and modernise the organisation's technology through digital transformation. On behalf of the RTA Board, I want to acknowledge Jennifer's departure from her role as CEO and recognise the achievements made by the organisation during her tenure.

To ensure continuity, the RTA's chief regulatory and assurance officer Kristin Spruce stepped in as acting CEO following Jennifer's departure. Kristin is a highly respected and collaborative leader, and I thank her for taking on this role while recruitment for a new CEO was underway. The RTA welcomed Steve Davidson as its new CEO on 4 August 2025.

Finally, I would like to note a few RTA Board movements in addition to my appointment as RTA Board Chair. I welcome new RTA Board Directors Paul Spiro, Connie McKee and Colin Cassidy PSM who also joined the Board in July 2025. It's important to recognise the significant contributions of former RTA Board Chair Steve Ryan. Steve served on the RTA Board for 9 years, with the last 3 years as chair. We thank him for his service and the positive impact he's had on the organisation. I also thank former RTA Board Directors Patrick Morgan, Cara Walsh, Janet Benson and Nathanael Edwards whose terms have ended. Farewell also to David Winters, who finished his role as an advisor to the Audit and Risk Committee.

I want to thank the Director-General of the Department of Housing and Public Works, Mark Cridland, for his ongoing support of the RTA's work.

The commitment of the Executive Leadership Team and hard work of the RTA staff places it in a strong position for the year ahead to continue meeting customers' needs. I thank them for their contributions to supporting the Queensland renting community.

B Monahan

Brook Monahan
Board Chair
Residential Tenancies Authority

Chief Regulatory and Assurance Officer's message

I am honoured to have served as acting chief executive officer from April to August 2025 while recruitment for our new CEO was finalised. We were pleased to welcome Steve Davidson as our new CEO on 4 August 2025. After working in many parts of the RTA over the years, I feel a deep connection to the work we do, our staff and the Queensland renting community. I want to thank the RTA Board, Executive Leadership Team and the RTA staff for their ongoing support.

In 2024–25, our digital transformation continued with the implementation of a cloud adoption framework, the introduction of a new electronic document and records management system and training to uplift the digital capability of our staff. We've also made good progress on the myRTA Modernisation Program, which will modernise the RTA's customer relationship management and finance systems, and started an initiative to improve our business reporting capabilities. The delivery of myRTA in 2025–26 will complete a momentous chapter in the RTA's 35-year history.

We supported the Queensland rental community to prepare for and understand rental law changes under the *Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Act 2024*. We ran advertising campaigns, held information sessions, emailed hundreds of thousands of customers and partnered with sector stakeholders to educate the sector about the law changes. Our new web content and educational resources had almost 1 million views because of these activities.

In the past 2 years, we have made significant progress on our transformation journey to improve services and experiences for our customers and staff. Our Transformation Office, which supported more than 20 initiatives, projects and programs in that time, closed in early 2025, having served its purpose. I want to thank former chief transformation officer Jody Ovenden for her contributions to the RTA and everyone who supported our transformation work.

This year we saw significant demand for our services, with a 10.2% increase in calls answered, a 31.5% increase in front counter enquiries and more than 4.5 million visits to our website. While calls answered increased, our average customer call time dropped by 12.5% to 8 minutes and 19 seconds and our average customer satisfaction rating increased to 83%. This demonstrates that in the face of increased demand, we still improved quality and efficiency in line with our *Customer experience action plan 2023–26*. We also resolved 77.5% of disputes where both parties agreed to participate, a slight increase compared with 2023–24 despite more disputes progressing to conciliation.

Unfortunately, we also saw a 69.2% increase in calls requiring escalation due to domestic and family violence occurring or having previously occurred in the tenancy. To enhance our ability to provide essential support to these vulnerable customers, staff received specialist domestic and family violence training this year.

To support our continued efforts to uphold compliance with rental laws, we published our updated *Compliance and enforcement action plan 2024–26* with refreshed priority offences for investigation. We continued to make it easier for Queenslanders to report instances of alleged non-compliance, introducing a new investigation request form and an anonymous form for reporting rentals advertised or offered without a fixed price. We received 1,040 investigation requests, an increase of 201% compared to 2023–24.

The RTA participated in 134 community education and stakeholder engagement activities, reaching more than 5,000 Queenslanders. I want to thank the sector stakeholders and Queensland communities that attended or supported these sessions, helping us to better understand their challenges as well as our opportunities for improvement. We also grew our online community, launching an RTA Instagram account that had more than 4,000 followers by 30 June.

In the face of increased service demand and significant rental law changes, this year 96% of RTA staff met or exceeded performance expectations in their mid-year reviews, showing their continued commitment to making a positive difference to our customers and achieving our vision. I am grateful for their hard work, and the support and direction provided by our talented Executive Leadership Team.



Kristin Spruce

Chief Regulatory and Assurance Officer and Acting Chief Executive Officer (April to August 2025)
Residential Tenancies Authority

Part 1: Introduction

About us

Our vision and purpose

The Residential Tenancies Authority (RTA) is Queensland's independent and impartial statutory body that administers the *Residential Tenancies and Rooming Accommodation Act 2008* and *Residential Tenancies and Rooming Accommodation Regulation 2009*.*

The RTA is governed by a Board of Directors appointed by the Governor in Council and is responsible to the Minister for Housing and Public Works and Minister for Youth, the Honourable Sam O'Connor MP.

Our vision is to help make renting work for everyone by providing services that uphold fairness, integrity and balance within Queensland's residential rental sector.

We provide:

- end-to-end bond management and tenancy information, online and via the RTA Contact Centre
- regulation, compliance monitoring and enforcement actions, to drive and uphold compliance with Queensland's residential rental laws
- a free and confidential dispute resolution service, to help property managers/owners and tenants/residents resolve issues without the need for legal action
- general tenancy information and resources, to help customers understand their rights and responsibilities under Queensland's residential rental laws
- tailored education through events and stakeholder engagement activities to ensure we're responding to sector trends and local issues.

In 2024–25, our focus was to support the sector to prepare for and navigate legislative changes and respond to 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:

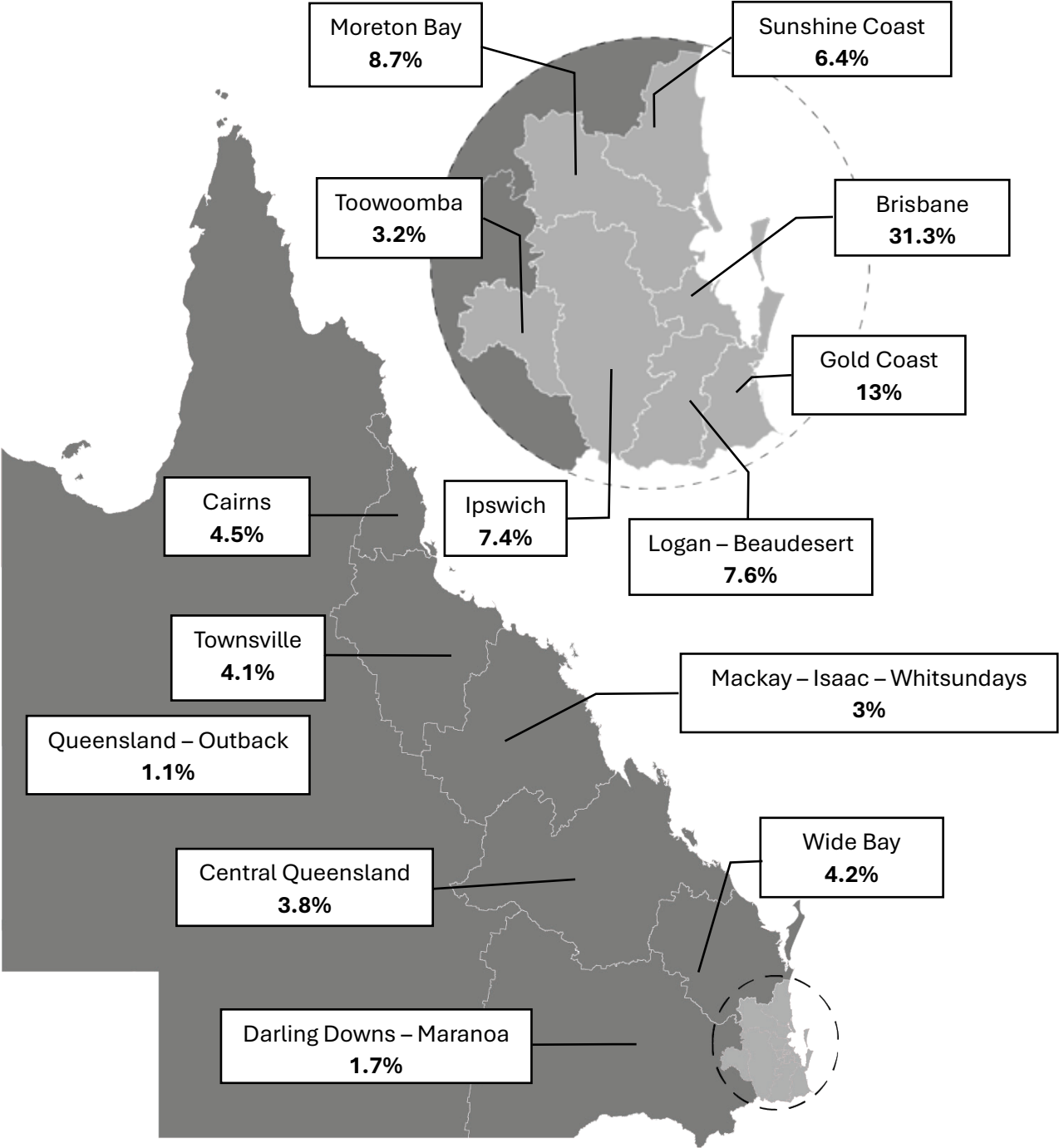
- provide differentiated services and experiences
- extend positive influence and impact in the rental sector
- build a more sustainable and contemporary organisation
- digitally transform our internal and external service provision.

* The *Residential Tenancies and Rooming Accommodation Regulation 2025* commenced on 1 September 2025.

Queensland's residential rental sector

Bonds held throughout Queensland

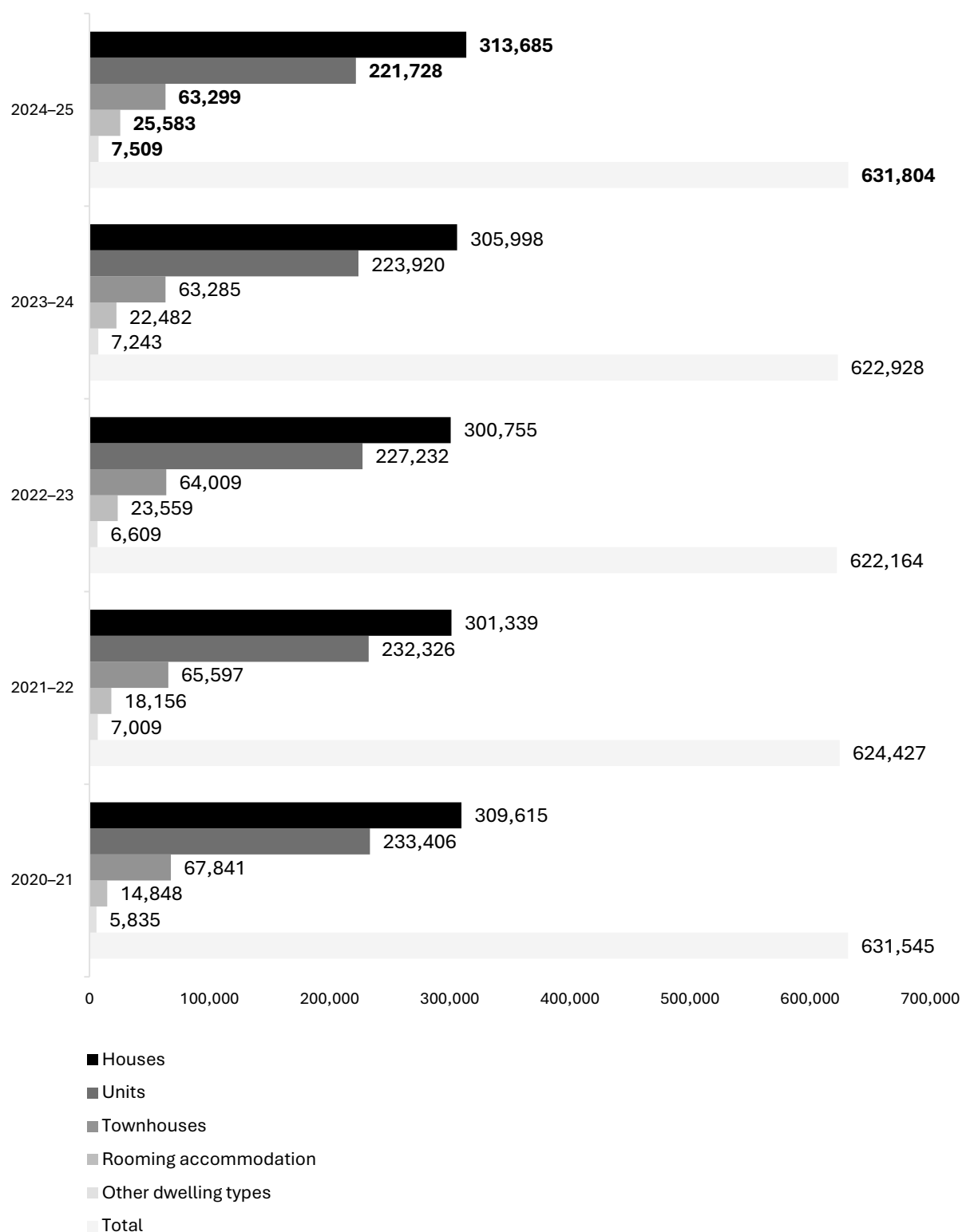
The data below is based on bonds held by the RTA as at 30 June 2025. The locations of major regions in Queensland are based on Statistical Area Level 4 (SA4s).^a



a. 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).

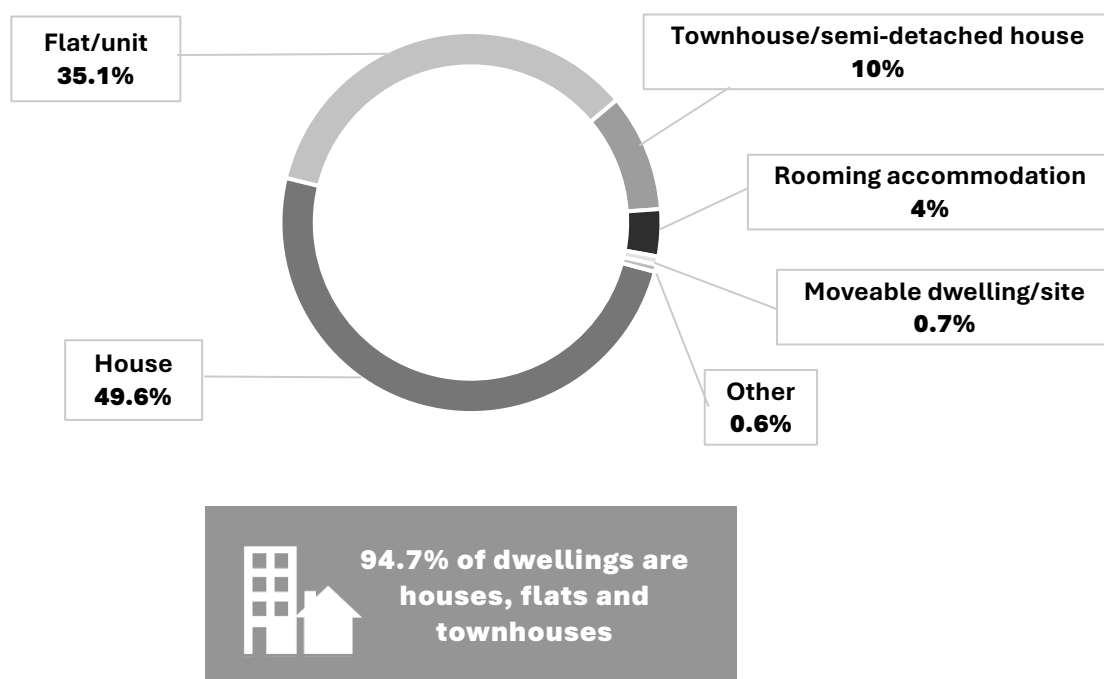
Bonds held by dwelling type in Queensland

The data below shows the total bonds held per dwelling type as at 30 June for the last 5 years.



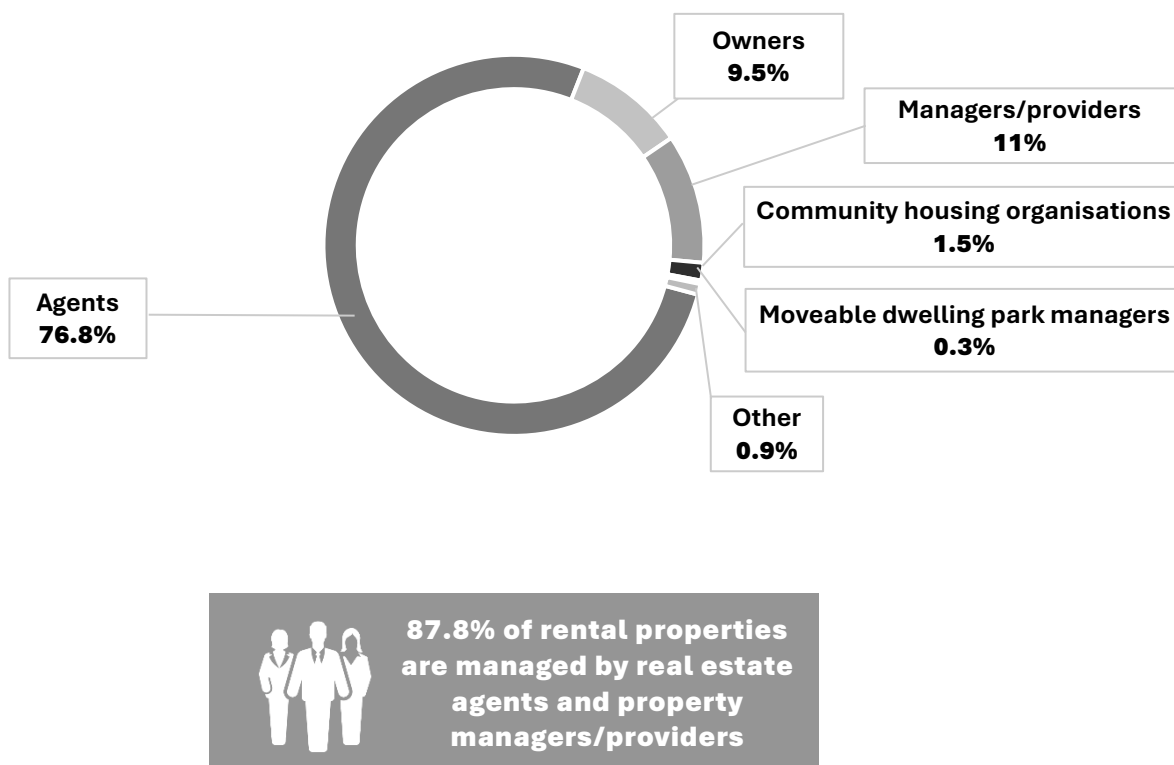
Dwelling types in Queensland

The data below shows the percentage of dwelling types in Queensland based on bonds held as at 30 June 2025.



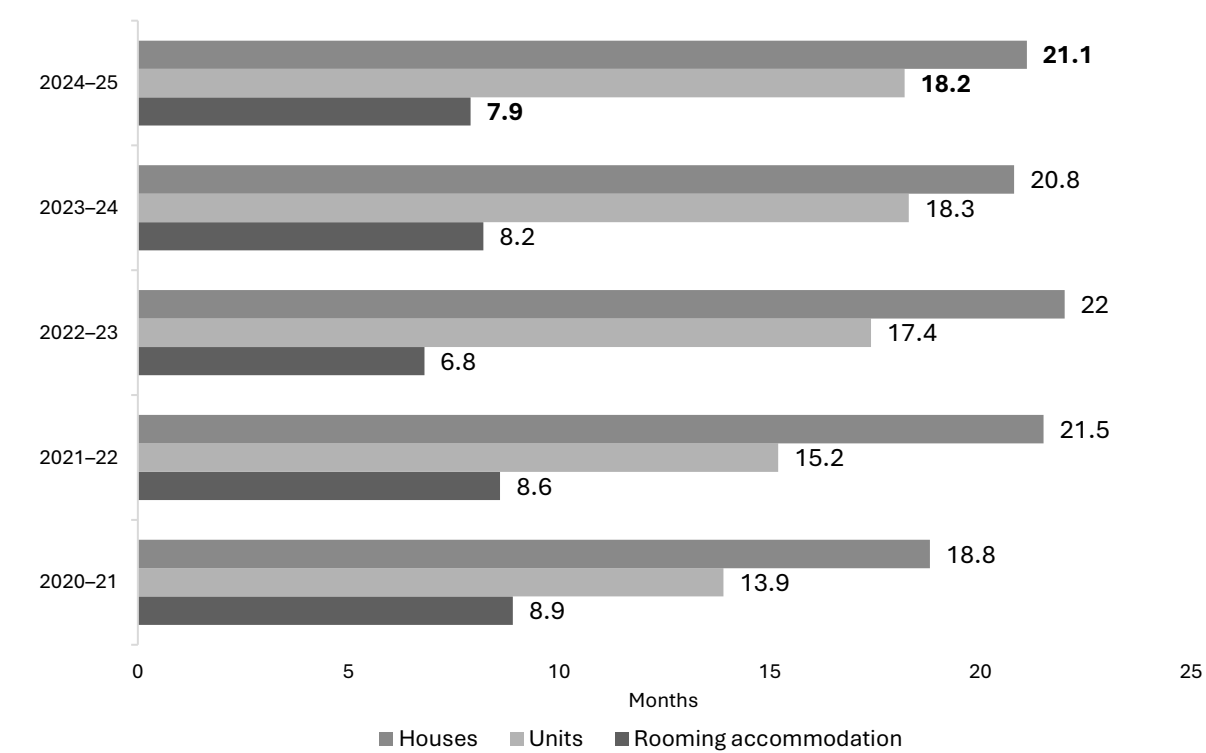
Managing parties in Queensland

The data below shows the percentage of parties responsible for managing tenancies in Queensland based on bonds held as at 30 June 2025.



Median length of tenancies in Queensland

The data below shows median length of tenancies (months) in Queensland based on bonds held as at 30 June for the last 5 years.



Weekly median rents for Queensland

The data below shows median weekly rents for all dwelling types based on new bonds lodged as at 30 June for the last 10 years.

2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
\$350	\$350	\$360	\$360	\$365	\$370	\$385	\$450	\$510	\$580	\$600

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 easily search 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 as at 30 June for the last 2 years and shows the year-on-year percentage change. The major urban centres in Queensland listed below are based on Significant Urban Areas.^b

Location	2-bedroom flat/unit			3-bedroom house		
	2024	2025	% change	2024	2025	% change
Brisbane	\$600	\$650	8.3%	\$590	\$610	3.4%
Bundaberg	\$380	\$420	10.5%	\$510	\$550	7.8%
Cairns	\$450	\$495	10%	\$585	\$615	5.1%
Emerald	\$370	\$395	6.8%	\$450	\$490	8.9%
Gladstone – Tannum Sands	\$340	\$380	11.8%	\$450	\$495	10%
Gold Coast – Tweed Heads	\$715	\$750	4.9%	\$800	\$830	3.8%
Gympie	\$392	\$415	5.9%	\$490	\$500	2%
Hervey Bay	\$440	\$440	0%	\$550	\$570	3.6%
Kingaroy	\$350	\$370	5.7%	\$450	\$485	7.8%
Mackay	\$450	\$450	0%	\$560	\$630	12.5%
Maryborough	\$340	\$350	2.9%	\$450	\$500	11.1%
Mount Isa	\$310	\$310	0%	\$470	\$480	2.1%
Rockhampton	\$350	\$380	8.6%	\$470	\$510	8.5%
Sunshine Coast	\$600	\$625	4.2%	\$695	\$725	4.3%
Toowoomba	\$380	\$400	5.3%	\$485	\$520	7.2%
Townsville	\$390	\$440	12.8%	\$475	\$500	5.3%
Warwick	\$350	\$350	0%	\$420	\$495	17.9%
Yeppoon	\$450	\$475	5.6%	\$580	\$600	3.4%
Queensland	\$580	\$610	5.2%	\$555	\$595	7.2%

- b. The Significant Urban Area (SUA) structure of the Australian Statistical Geography Standard (ASGS) represents significant towns and cities of 10,000 people or more and is designed for the output of a variety of urban data by the Australian Bureau of Statistics (ABS).

Operational highlights

Queensland rental bonds

	2020–21	2021–22	2022–23	2023–24	2024–25
New bond lodgements *	238,099	232,011	226,442	225,394	227,569
Number of bonds held ^	631,545	624,427	622,164	622,928	631,804
Value of bonds held † (\$M)	971.0	1,025.0	1,142.5	1,265.3	1,329.5

* Includes new bond lodgements for general tenancies and rooming accommodation.

^ Includes bonds held for general tenancies and rooming accommodation.

† Excludes unclaimed bond monies. For 2024-25, excludes unclaimed and outstanding bond monies.

Customer support

	2020–21	2021–22	2022–23	2023–24	2024–25
Website visits	3,123,023	3,396,313	3,748,751	4,324,241	4,549,358
RTA Web Services requests	650,793	666,374	759,113	875,686	910,593
Contact Centre phone enquiries	423,221 (including 7,071 COVID-19 hotline enquiries)	368,695 (including 4,839 COVID-19 enquiries)	344,056	310,076	341,728
Front counter enquiries	794	2,258	3,396	4,900	6,444
Conciliated disputes	21,163 (including 1,080 COVID-19 related disputes)	19,733 (including 53 COVID-19 related disputes)	22,112	22,765	23,408
Investigations finalised[#]	567 (490 requests received)	241 (243 requests received)	308 (254 requests received and 50 proactive investigations)	383 (345 requests received and 191 proactive investigations)	600 (1,040 requests received and 8 proactive investigations)

[#] Methodology changed in 2022–23 to include proactive investigations.

Operational finances

	2020–21	2021–22	2022–23	2023–24	2024–25
Operating surplus/ (deficit) (\$M)[^]	35.3	(56.3)	1.3	(13.5)	(13.6)

[^] Bracketed figures show a deficit.

Part 2: Our customised services

In 2024–25, we continued delivering core services while also supporting customers and stakeholders to understand and prepare for rental law changes.

Bond management

The RTA is responsible for managing all of Queensland’s residential rental bonds. We’re committed to processing bond refunds on the same day the request is received, and this year we processed bond refunds in 0.7 days on average.

In 2024–25, tenants/residents were refunded an average of 75.2% of their bond, and 57.6% of tenants/residents received their full bond refund. The top 5 reasons property managers/owners made claims against a rental bond refund were for cleaning (21.5%), rent (17.6%), repairs (16.2%), water charges (13.4%) and re-letting costs (5.1%).

We processed 227,616 bond refunds (2.1% decrease from 2023–24) and 243,881 bond lodgements (0.5% decrease from 2023–24). These figures are largely consistent with trends from previous years, which suggest high rental demand and low vacancy rates across the state are resulting in fewer properties being available and tenants/residents may be staying in their rental property for longer.

Bond forms average processing times

	Bond lodgements	Bond refunds
All channels (paper and digital)	0.6 days	0.7 days

Bond forms processed

	2020–21	2021–22	2022–23	2023–24	2024–25
Bond lodgements[^]	274,091	263,748	247,447	245,091	243,881
Paper	49.6%	41.8%	33.7%	25%	18.2%
Digital	50.4%	58.2%	66.3%	75%	81.8%
Bond increases	90,171	187,618	248,705	248,229	244,068
Paper	54.1%	40.8%	31.1%	25.8%	15.6%
Digital	45.9%	59.2%	68.9%	74.2%	84.4%
Bond refunds	267,098	258,802	239,318	232,429	227,616
Paper	13.4%	11.6%	9.7%	8.2%	7.6%
Digital	86.6%	88.4%	90.3%	91.8%	92.4%
Bond change forms[*]	69,556	80,333	78,170	87,197	79,216
Paper	No data	82.6%	80%	80.4%	77.3%
Digital	No data	17.4%	20%	19.6%	22.7%

[^] Figures for forms processed is higher than total new bond lodgements (earlier table) due to multiple forms being processed for a single bond.

^{*} Bond change forms: *Change of rental property* (Form 3), *Change of property manager/owner* (Form 5), *Change of bond contributors* (Form 6).

RTA Web Services

Customers can self-service essential bond and tenancy transactions using RTA Web Services – a suite of online forms available 24/7 via the RTA website. In 2024–25, 79.9% of all tenancy and bond forms submitted were via digital channels (4.9 percentage point increase from 2023–24). We processed 910,593 Web Services requests which is a 4% increase from 2023–24 and demonstrates that more customers are choosing our digital platforms each year.

RTA Web Services requests processed

	2020–21	2021–22	2022–23	2023–24	2024–25
Bond refund	296,722	213,200	214,432	213,256	209,901
Bond dispute resolution (part of bond refund)	15,797	13,089	14,769	15,197	16,069
Bond lodgement[^]	287,475	215,610	208,418	207,031	193,835
Bulk bond lodgements[~]	No data	7,782	123,841	153,301	180,162
Bond search[*]	No data	No data	29,084	117,986	158,087
Change of bond contributors	10,291	13,958	15,514	17,025	17,959
Tenancy dispute resolution	1,194	3,144	3,331	3,239	3,582
Update your details	155,213	142,644	149,780	148,651	130,998

[^] Excludes bond top-up lodgements.

[~] A subset of bond lodgement Web Services requests is included in both the bond lodgement and bulk bond lodgement figures.

^{*} Includes bond searches and bond list downloads from Web Services.

The RTA continues to provide paper forms to ensure all customers have access to our core services, including those with limited access to digital systems.

Contact Centre

The RTA Contact Centre provides customers with tailored tenancy and bond information to help them make informed decisions and complete essential transactions. The Contact Centre is open 5 days a week during business hours and provides immediate escalated support for vulnerable customers.

Contact Centre phone enquiries

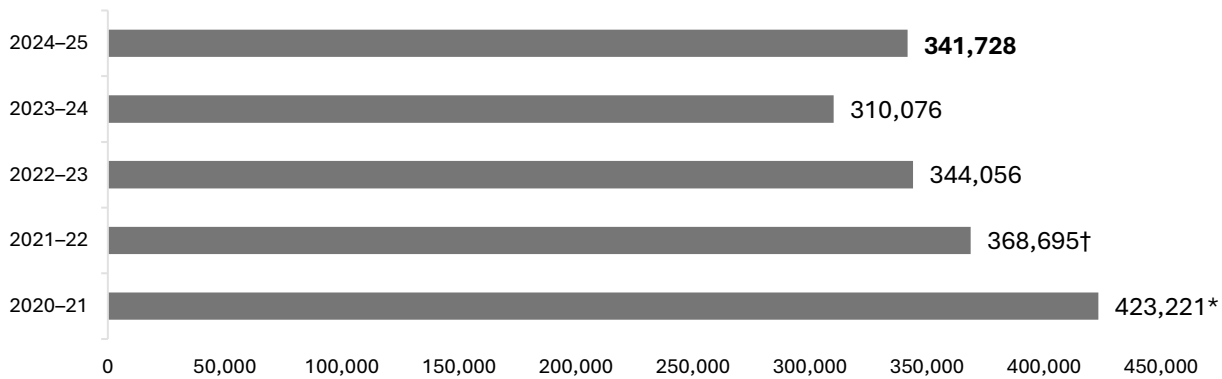
In 2024–25, we responded to 341,728 phone enquiries (10.2% increase from 2023–24). Our staff answered 1,361 calls on average each working day (9.5% increase from 2023–24), with an average talk time of 8 minutes and 19 seconds (12.5% decrease from 2023–24). The RTA's focus on providing efficient services has ensured we can respond to more enquiries from the Queensland renting community.

The RTA is committed to providing timely service by optimising staff resourcing to align with peak call times and elevating Contact Centre efficiency. We used professional voice actors to refresh the messages that callers hear on our interactive voice response (IVR) service, making them shorter, simpler and more customer friendly. These IVR enhancements and targeted staff training have helped further improve issue resolution speed.

The RTA is committed to prioritising services for vulnerable customers. In 2024–25, we received:

- 6,528 calls requiring escalation due to domestic and family violence occurring or having previously occurred in the tenancy (69.2% increase since 2023–24)
- 3,462 calls requiring an interpreter for customers with culturally and linguistically diverse backgrounds (20.4% decrease since 2023–24).

Phone enquiries answered

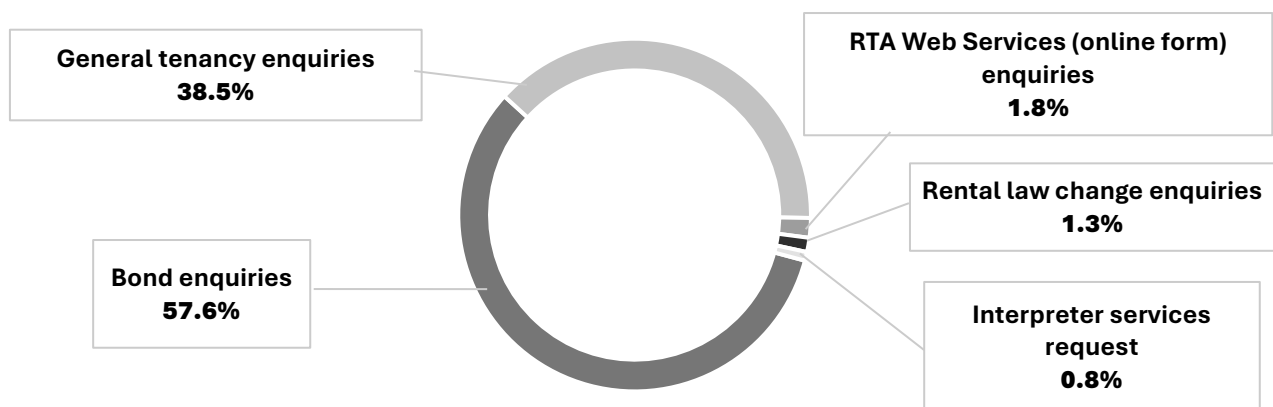


† Includes 4,839 COVID-19 enquiries.

* Includes 7,071 COVID-19 hotline enquiries.

Enquiry types by category

When calling the RTA, customers can select one of 5 options based on what their enquiry relates to. The chart below shows the enquiry types selected by customers for calls received in 2024-25.



Top 5 call topics

The top 5 reasons customers called us this year were to:

1. seek an update on the progress of a bond refund
2. seek general information about the bond refund process
3. update client information
4. seek general information about the dispute resolution process
5. seek general information about bonds.

Continued support during ex-Tropical Cyclone Alfred

During ex-Tropical Cyclone Alfred, the RTA office closed from 6 to 10 March 2025 for the safety of staff and customers. During this time, our Contact Centre stayed open for normal business hours, with staff working remotely to provide customer support.

Contact Centre customer feedback

The RTA values customers' opinions and actively requests feedback about our services and their experience with us.

In 2024-25, Contact Centre customers who were surveyed provided an average satisfaction rating of 83%, which is a 2 percentage point increase from 2023-24. Customers are asked to provide feedback on timeliness of response, ease of access, staff performance, service outcome and overall satisfaction with the service provided. This year, customers rated staff performance as the highest quality aspect of their experience.

We responded to 158 formal customer complaints, with 153 resolved during initial contact and 5 requiring further action.

Customers are also invited to give feedback through the RTA website and at our information sessions across the state.

Compliance and enforcement

As Queensland's residential rental regulator, the RTA takes effective and proportionate enforcement actions in the public interest to protect Queenslanders from repeat, opportunistic and serious non-compliant behaviours. In May 2025, we published our updated *Compliance and enforcement action plan 2024–26*. The action plan outlines:

- 8 new and trending offences the RTA is prioritising in its investigations (rent increases within a 12-month period, non-compliance with tenancy application process, unlawful entry, failure to provide/keep receipts, providing false or misleading information, rent not offered at a fixed amount, non-lodgement of bond and evidence not provided for bond claims)
- 8 actions that are being gradually implemented to support increased accessibility and sector engagement, case management efficiencies and targeting conduct that does not meet community expectations.

The RTA applies Queensland regulator model practices and principles to ensure regulatory activity is proportionate to the severity of the offence, public interest and community impact. This year we continued to administer the Queensland Rental Accommodation Regulators Group, bringing together key regulatory stakeholders within the residential rental sector each quarter to work towards achieving consistent and complementary approaches to compliance.

We continue to work with individual regulators as appropriate as well as relevant stakeholder groups to discuss trending issues and development opportunities to drive compliant behaviours and positive outcomes across Queensland's residential rental sector.

Proactive compliance activities

The RTA introduced a new channel for Queenslanders to anonymously report rentals not advertised or offered at a fixed price. We investigated 53 properties that were allegedly not advertised at fixed price following reports via our anonymous webform. We also issued one penalty infringement notice and 23 notices of non-compliance where offences were substantiated.

The RTA received 970 anonymous webforms reporting advertised properties not meeting minimum housing standards. We also issued 162 letters to advise property managers/owners of their obligations and request they act to ensure compliance with minimum housing standards.

The RTA also expanded its compliance monitoring activities to include a combination of intelligence-led and targeted external scanning to identify and track instances of potential non-compliance with offences prioritised for investigation. In 2024–25, these expanded activities supported the RTA to begin 8 proactive investigations.

Following the success of our proactive monitoring activities, the RTA will continue to drive this program of work to uphold and enforce compliance with Queensland's residential rental laws.

Investigation requests

The RTA introduced a new online investigation webform to make it easier for customers to provide the information required to start the investigation process. We also updated and improved our investigation webpages to describe the new process. These changes helped remove potential barriers for Queenslanders seeking to lodge an investigation. In 2024–25, we received 1,040 investigation requests from customers and stakeholders reporting alleged offences (201% increase from 2023–24) and finalised 600 investigation cases (57% increase from 2023–24).

For the requests received, 96.2% of those requesting investigations were tenants and 3.8% were managing parties. For the managing parties requesting investigations, 59% were property managers/providers or agents and 41% were property owners. For the finalised cases, 95% of the requestors were tenants and 5% were managing parties. For the managing parties that had finalised cases, 56.5% were property managers/providers or agents and 43.5% were property owners.

The nature of alleged offences reported was largely consistent with the offences prioritised for investigation, including unlawful entry, non-lodgement of bond, rent increase before the minimum period, agreement terms breached and failure to provide/keep documents, receipts or records.

A total of 134 requests for investigation could not be actioned because no offences were identified, the case was outside statutory timeframes, or the matter was unsuitable for investigation and referred to RTA's dispute resolution.

Alleged offences investigated

We investigated 1,022 alleged offences in total (with some cases involving more than one alleged offence), and this resulted in the RTA:

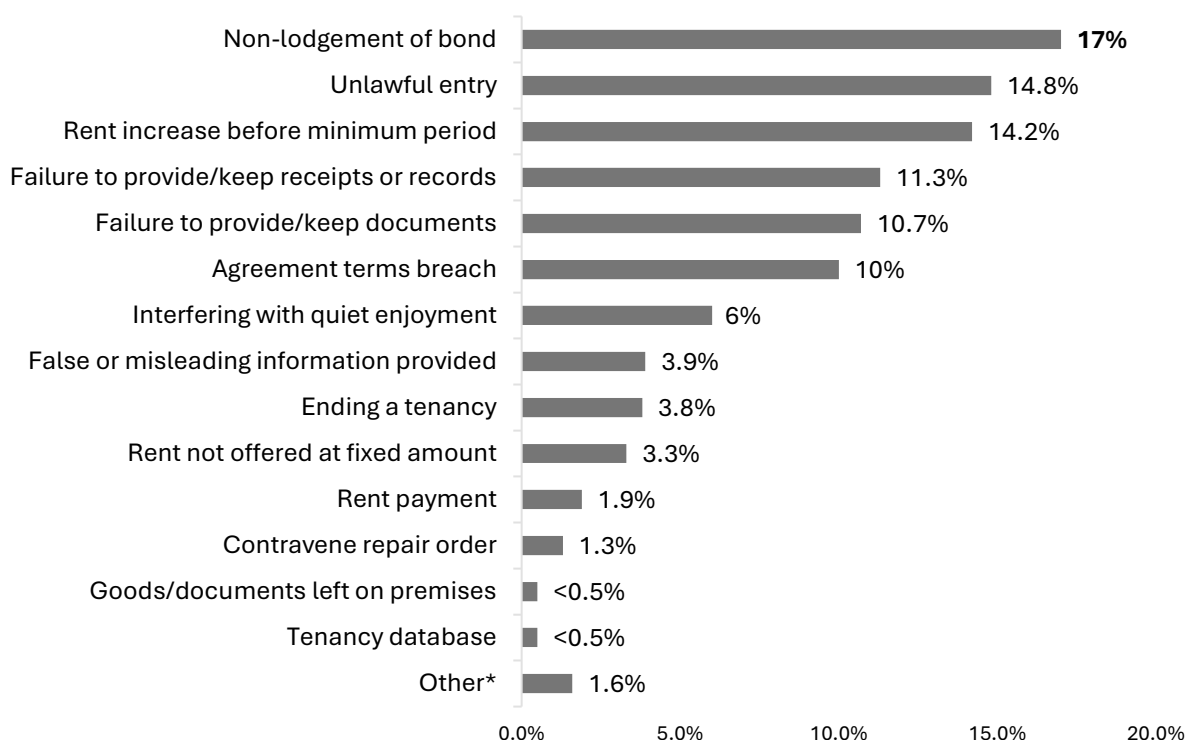
- issuing a notice of non-compliance for 361 offences (93% increase since 2023–24)
- issuing a penalty infringement notice for 28 offences (22% decrease since 2023–24)
- finding insufficient evidence for 431 offences
- finding no further action for 41 requests, due to statutory timeframes or no offence identified
- discontinuing investigations into 57 alleged offences where the complainant ceased contact or withdrew their request and the investigation could not proceed without the complainant's evidence.

Where a penalty infringement notice was issued to a managing party, 32% of the recipients were property managers/providers or agents and 68% were property owners.

In 2024–25 the RTA began one prosecution in response to a contested penalty infringement notice. This related to the offences of unlawful entry and interfering with quiet enjoyment. The RTA finalised 2 prosecutions in response to contested penalty infringement notices:

- **Offence of non-lodgement of a rental bond.** The defendant paid the original fine amount of \$2,875 and the RTA settled the matter due to the payment.
- **Offences of non-lodgement of a rental bond, failure to provide a receipt and failure to provide an entry condition report.** The defendant pleaded guilty to 3 charges for the offences, was fined \$2,750 and ordered to pay costs of \$1,151.

Alleged offences investigated



* Other offences include:

- 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.

Dispute resolution

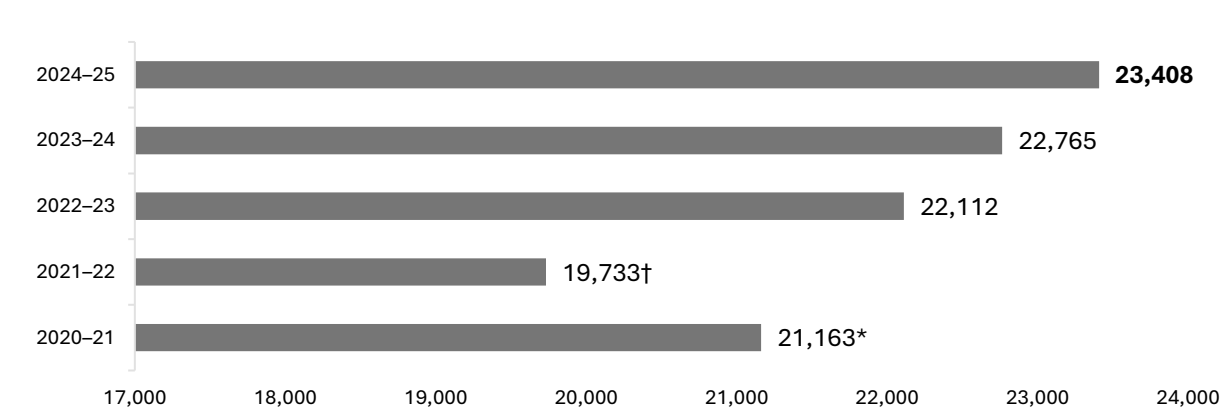
The RTA offers a free and confidential dispute resolution service to help tenants, residents, providers, property managers and owners resolve tenancy disputes and reach a mutually agreeable outcome. The conciliation process provides customers with the opportunity to gain valuable negotiation and self-resolution 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 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 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 2024–25, 51.1% of customers initiating dispute resolution were tenants and 48.9% were managing parties. For managing parties initiating dispute resolution, 92.9% were property managers/providers or agents and 7.1% were property owners.

In 2024–25, we resolved 77.5% of all disputes where both parties agreed to participate, which is a one percentage point increase from 2023–24. The table below shows dispute resolution requests that progressed to conciliation and excludes instances where disputing parties were unable to be contacted or withdrew from the conciliation process.

Disputes conciliated



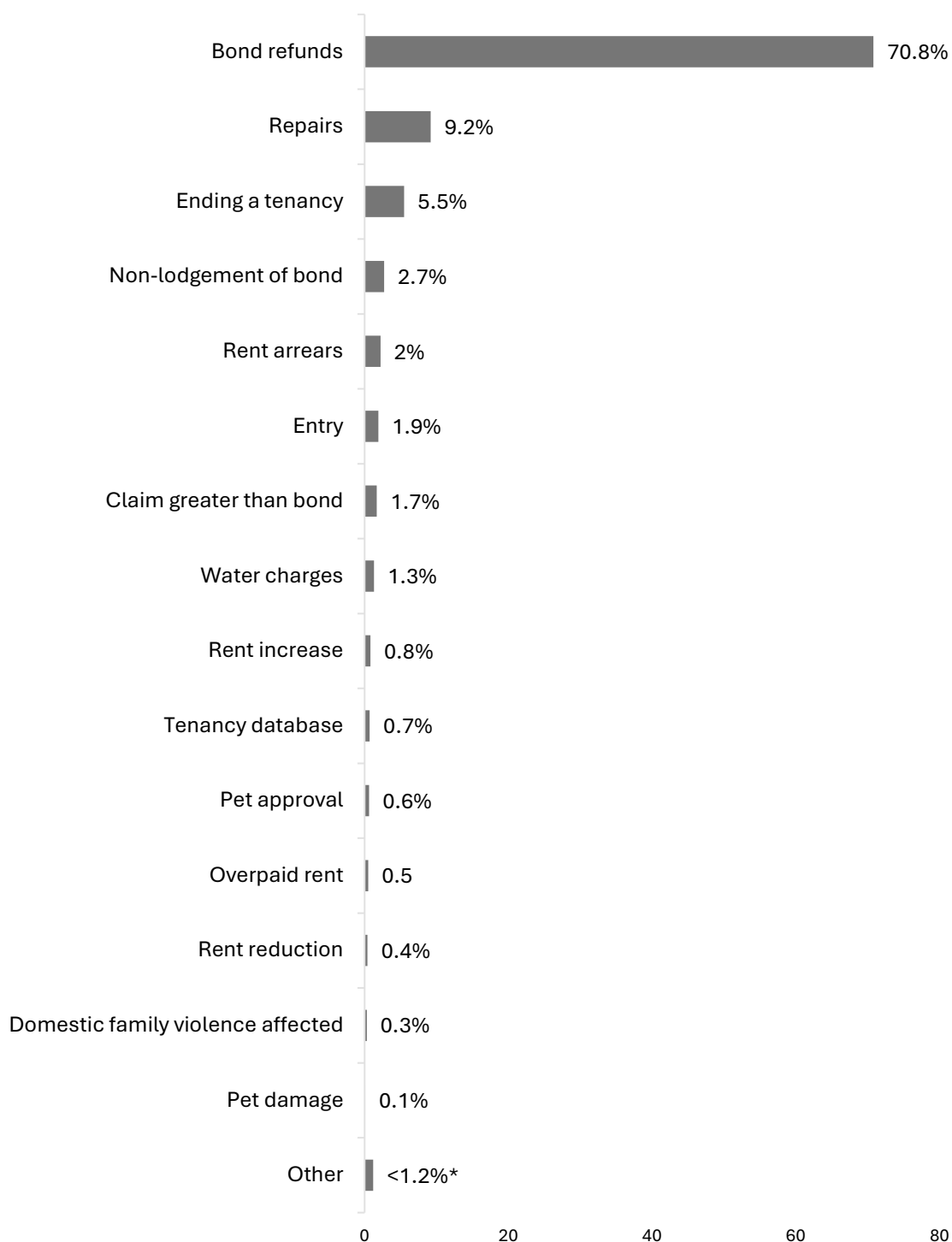
† Includes 53 COVID-19 related disputes.

* Includes 1,080 COVID-19 related disputes.

The primary reason customers request dispute resolution is to help property managers/owners and tenants/residents reach an agreement on how a bond will be paid out at the end of a tenancy.

In 2024–25, 70.8% of conciliated disputes were about bond refunds (typically due to disagreements in the property’s condition or outstanding costs associated with ending a tenancy) and a further 1.7% were claims for compensation greater than the bond amount. The remaining 27.5% of conciliated disputes were about disagreements that occurred during a tenancy, such as repairs and maintenance, rent arrears, entry to the property and water charges.

Conciliated dispute reasons



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

- Lease variation/extension
- Fixtures/structural change
- Evidence of last rent increase.

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 further. 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 3,356 conciliated disputes progressed to QCAT in 2024–25, which represents 14.3% of all conciliated disputes.

Sector engagement

In 2024–25, the RTA participated in 71 community education and 63 stakeholder engagement activities, reaching 5,302 people across the state with an average satisfaction rate of 89% for activities where feedback was received.

We supported customers by updating and creating educational resources across a range of channels, providing regular community information sessions in Queensland's metropolitan and regional centres, and continuing to listen to and work closely with sector stakeholders to better understand their challenges as well as our opportunities for improvement.

Community education

RTA-hosted education and events

As part of our ongoing commitment to connect and engage with communities across Queensland, we had a strong focus on delivering face-to-face and digital information sessions.

In 2025, we introduced drop-in sessions at public libraries to raise awareness of the RTA's services and reach rental communities across south east Queensland.

We held:

- 3 general tenancy information sessions for 161 property managers and owners in Cairns and Atherton
- 8 pop-up stalls and visits to public libraries to provide information about the RTA and tenancy rights and responsibilities in Beaudesert, Broadbeach, Caboolture, Capalaba, Gatton, Maroochydore, Nambour and Nerang.

While delivering education sessions across the state, RTA staff visited 8 customers and stakeholders to answer tenancy questions, receive feedback, and deepen their understanding of industry perspectives.

In May 2025, the RTA Board visited Townsville to meet with sector representatives, gain insight into local trends, provide information about the RTA and our services, and hold a regional RTA Board meeting.

Stakeholder-hosted education and events

We worked closely with sector stakeholders to participate in and support 24 online and face-to-face presentations, information stalls and interactive workshops, reaching more than 1,000 people.

Our activities included:

- delivering introductory and advanced training for staff from community housing providers and specialist homelessness services, in conjunction with Q Shelter
- presenting to approximately 40 property managers at an REIQ Property Management Breakfast in Toowoomba
- staffing pop-up stalls at NAIDOC Week Family Fun Day in Musgrave Park and the Create Foundation's Transition to Adulthood Day in Ipswich
- educating University of Queensland and James Cook University students on their rights and responsibilities as tenants and residents
- delivering a tailored information session to tenant advocacy groups on the RTA's support and processes for people experiencing domestic and family violence in a tenancy
- presenting at stakeholder conferences including the Caravan Parks Association of Queensland conference and Herron Todd White Regional Valuers conference
- attending stakeholder expos, such as expos held by the Australian Resident Accommodation Managers Association.

Stakeholder engagement and collaboration

We continued to partner and collaborate closely with key stakeholders representing different customer groups in the residential rental sector through our stakeholder forum and working groups.

In 2024–25, the RTA invested in a project to develop a stakeholder engagement framework and implementation plan in consultation with internal and external stakeholders (see page 39 for more information). The arrangements for engagement through our working groups were amended after the release of the framework.

RTA Stakeholder Forum and Stakeholder Working Group

RTA Stakeholder Forum

The RTA Stakeholder Forum convened twice in 2024 to discuss strategic issues and trends affecting the residential rental sector, with its final meeting held in November 2024. It allowed RTA Board members, executives and stakeholders to gain insights into each other's operations, priorities and strategic direction.

Members of the 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)
- Q Shelter (Queensland 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).

The RTA provided operational updates, facilitated sector roundtable discussions, and initiated conversations on its priorities, which included rental law changes, transformation project updates, compliance and enforcement activities and the RTA's Stakeholder Engagement Framework Project.

While the forums received a satisfaction rating of 90% from our members, feedback gathered through the engagement framework project identified the need for a greater focus on outcomes.

RTA Stakeholder Working Group

The RTA Stakeholder Working Group met 4 times in 2024, with the final meeting held in December.

Members of the group included:

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

As well as providing operational advice, this group made recommendations regarding the development and delivery of customer communication and education resources.

With its support, we updated and refined our rental law changes content and resources, improved the readability and relevance of customer emails, enhanced our compliance and enforcement and end-of-tenancy information, promoted online service enhancements, and finalised arrangements for new stakeholder working groups.

Refreshed stakeholder engagement arrangements

In December 2024, we invited stakeholders to participate in new working groups that better aligned with the principles of the RTA's *Stakeholder engagement framework 2024–26*.

The 3 working groups have stakeholders and customers who represent tenants and the rental community, property managers and owners, and those with an interest in communication and education.

Stakeholder organisations on the 3 working groups included:

- representatives from most of the previous RTA Stakeholder Forum and RTA Stakeholder Working Group member organisations (listed above)
- Access Community Housing Company
- Anglicare North Queensland
- Belle Property Australasia
- BHC Creating Liveable Communities
- Community Plus+
- Council on the Ageing Queensland (COTA)
- Ethnic Communities Council of Queensland (ECCQ)
- Gold Coast Rental Management
- Hervey Bay Neighbourhood Centre
- Hinchinbrook Community Support Centre
- Homelessness QLD
- Hub Community Legal
- Iglu Kelvin Grove
- Independent Regional Advocacy Service Inc (IRASI)
- Landlording with Kyejack
- Queensland Public Trustee
- Southern Cross Care (Qld)
- Strata Community Association Qld (SCAQ)
- Student Accommodation Council (a division of the Property Council of Australia)
- TASC National
- Unit Owners Association of Queensland (UOAQ).

Each of the 3 new working groups met twice in 2024–25. The increased number of engaged stakeholders has expanded opportunities for collaboration and sharing of resources within the sector and provided the RTA with greater insights on challenges faced by tenants, property owners and property managers.

Collaboration

The stakeholder forum and working groups are in addition to individual meetings, and our engagement and collaboration with stakeholders on priority issues or projects. We also engage with stakeholders at major industry events and conferences.

This year our collaboration included:

- facilitating regular meetings with key stakeholders such as TQ and REIQ to discuss current challenges and sector issues
- gathering insights from the sector to enhance our digital services
- participating in workshops with QDN on home modifications, accessibility indicators and housing options for people with disability.

We also collaborated with stakeholders on the release of RTA customer service data on our website in May 2025. The data related to customer support services, bond management, compliance and enforcement and dispute resolution. This followed stakeholder advice that additional data from the RTA would better inform the rental sector on current needs, emerging issues, service delivery and trends. The data was recognised as valuable by our stakeholders and will be released online each quarter alongside our median rent data.

Digital engagement

In 2024–25, the RTA website received 4,549,358 visits (5.2% increase from 2023–24) with a total of 9,669,509 pageviews (4.2% increase from 2023–24). These figures demonstrate the significant impact and reach the RTA website has in helping Queenslanders understand their tenancy rights and responsibilities.

This year we published:

- 14 podcast episodes, with 8,562 listens across all 67 episodes available
- 31 news articles, with 31,557 pageviews across these stories
- 13 webinars and educational videos, with 87,584 views across these videos
- 11 subscriber newsletters, with a 26% increase in subscriptions.

We regularly updated and improved our website content, resources and navigation to help connect customers with the right information at the right time. To further improve user experience, we surveyed website visitors to guide future design and content development.

We published new/revised webpages and resources on a range of topical issues and operational priorities, such as notices of claim, compliance and enforcement, median rents, quarterly data, bond refunds, break-ins and property crime, water charges, retirement villages, domestic and family violence, outstanding bond payments, asbestos, drug contamination in rental properties and more. For information on website updates related to legislative changes, see page 37.

In March 2025, we launched an RTA Instagram account to provide engaging and educational content about renting in Queensland. The RTA's online community has now grown to 4,149 Instagram followers and 1,486 LinkedIn followers, with 1,145,951 impressions and 7,694 engagements in 2024–25.

Outstanding bonds campaign

In August 2024, we launched a proactive email campaign urging Queenslanders to claim almost 124,000 outstanding rental bond payments held by the RTA.

The campaign helped the RTA return \$4.7 million in outstanding bond payments to 4,201 customers, with the average rental bond amount being \$1,099. The campaign webpage also received 9,816 views and 3,031 customers submitted an online claim.

During the campaign, the oldest bond returned was from 15 July 2008 and the largest bond returned was \$11,000.

Media engagement

The challenging rental market was a continued focus for national and statewide media coverage this year, with low vacancy rates, increased rental prices and legislative changes making headlines. During this time, the RTA responded to 41 media requests to help respond to and educate the sector about trending topics including minimum housing standards, rent bidding, data privacy, rent increases, third-party payment apps, tenant and property owner obligations, short-term leases and rental scams.

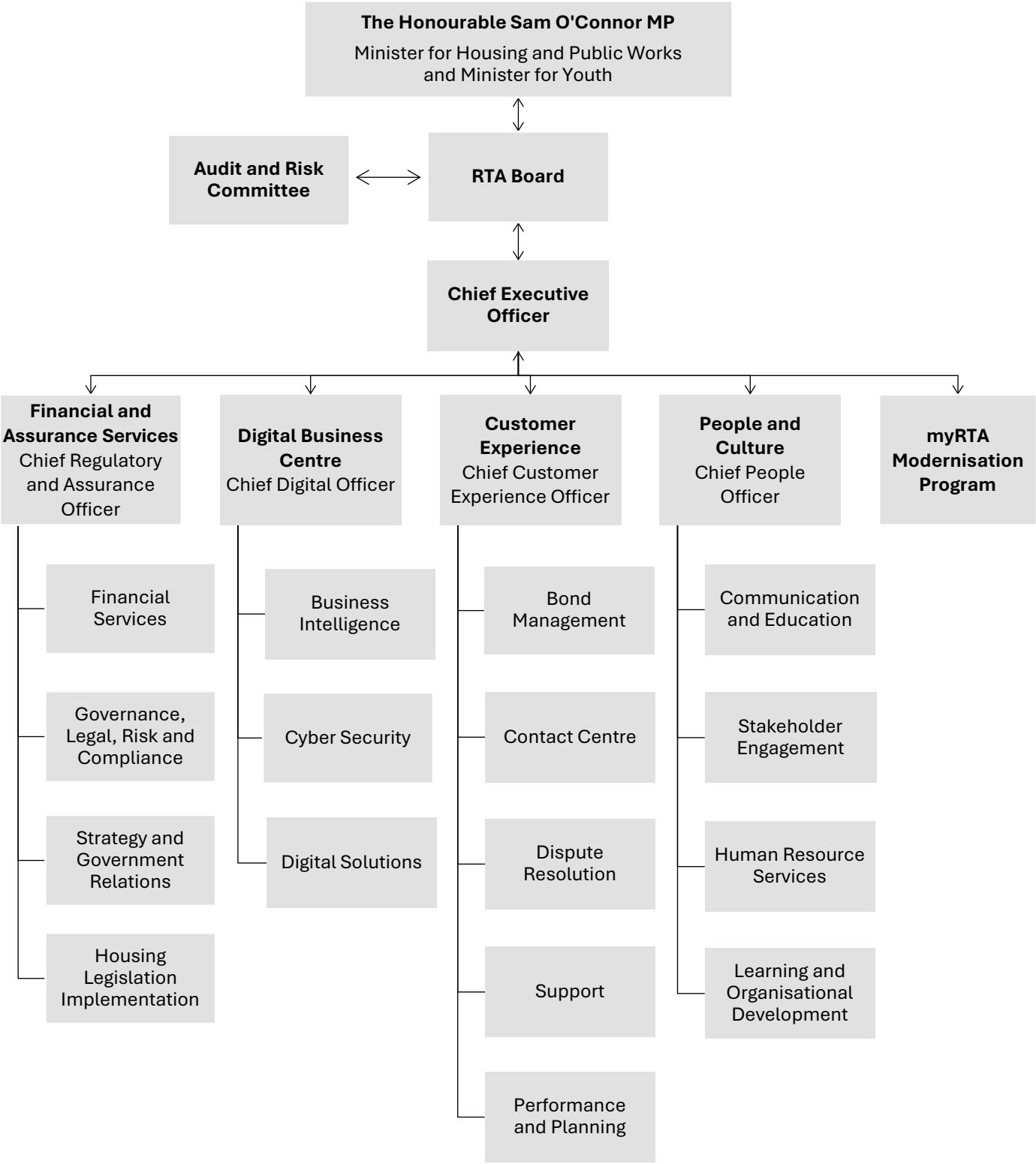
Promoting key resources during severe weather

The RTA website has resources to support the Queensland renting community during severe weather. We actively promoted these resources to Queenslanders in response to flooding in north Queensland, ex-Tropical Cyclone Alfred, and flooding in western Queensland. We added alerts to the RTA website homepage with helpful links, promoted resources in our external newsletter and provided information to the media to help customers whose rental properties were affected by the weather.

Our natural disasters webpage and fact sheet had more than 11,000 views in 2024–25 (34.4% increase from 2023–24).

Part 3: Our organisation

Organisational structure



Board of Directors

The RTA Board reflects the diversity of the residential rental sector. Our directors bring knowledge and expertise in sector representation, commercial activities, corporate governance and community service.

The RTA 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 RTA Board and management.

RTA Board directors are generally appointed for 3-year terms by the Queensland Parliament’s Governor in Council on the recommendation of the Minister for Housing and Public Works and Minister for Youth. Their remuneration is determined through Cabinet-approved procedures administered by the Queensland Government’s Department of the Premier and Cabinet.

2024–25 achievements

This year the RTA Board:

- ensured the RTA performed its functions (including financial, governance, risk and compliance obligations) properly, effectively and efficiently
- engaged with external stakeholders across Queensland’s residential rental sector through consultation and education, including through a regional board meeting and various engagement activities
- actively engaged in professional development opportunities, including with the Office of the Information Commissioner and First Nations Cultural Competency
- actively engaged with RTA staff to understand operational insights and opportunities, including the RTA’s digital transformation
- set the RTA’s strategic direction (through the *RTA Strategic Plan 2022–26*) and ensured that adequate and appropriate engagement was done to meet the evolving needs of the RTA business, staff, customers and stakeholders.

RTA Board profiles (as at 30 June 2025)

Name and position	Profile
<p>Steve Ryan Chair*</p> <p>* Brook Monahan started as RTA Board Chair on 11 July 2025.</p>	<p>Steve is chair of Health and Wellbeing Queensland, an independent Queensland Health 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>Steve’s previous roles include:</p> <ul style="list-style-type: none">• deputy chairman, Board of Directors and Board of Trustees, QSuper• board member, Queensland Studies Authority Governing Body• state president, 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).

<p>Janet Benson Director</p>	<p>Janet is the owner and principal director at Capstone Property Solutions.</p> <p>She has a comprehensive understanding of Queensland's property sector, specifically residential property management. She has extensive knowledge and experience in social housing, rental affordability and homelessness issues in Queensland.</p> <p>Janet's previous roles include:</p> <ul style="list-style-type: none"> • executive director, Human Services CEO Committee • executive director, Department of Housing and Public Works' Homelessness Programs • 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.
<p>Fiona Caniglia Director</p>	<p>Fiona is the chief executive officer of Q Shelter.</p> <p>She is an experienced leader in advocacy for the housing and homelessness sector and has held leadership roles in industry peak bodies and in grassroots community development. Fiona has extensive experience across government, community services and as a consultant and holds qualifications in social work and social planning.</p> <p>Fiona's previous roles include:</p> <ul style="list-style-type: none"> • coordinator, New Farm Neighbourhood Centre • housing analyst, Queensland Government • acting general manager, Housing Services at Bric Housing • coordinator, Under 1 Roof. <p>Fiona holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Graduate Certificate of Social Planning, The University of Queensland • Bachelor of Social Work, The University of Queensland.
<p>Nathanael Edwards Director</p>	<p>Nathanael is a Dugulbarra-Dyirribarra and Bagirbarra man, part of MaMu Nation from far north Queensland. He is the principal of Radiant Life College, a board director for the Emergency Medicine Foundation and a national committee member of the Australian Institute of Company Directors Innovate Reconciliation Action Plan Working Group.</p> <p>He has extensive working knowledge within Indigenous allied health, native title, the education sector, and the not-for-profit sector.</p> <p>Nathanael's previous roles include:</p> <ul style="list-style-type: none"> • chair, MaMu Native Title Aboriginal Corporation • non-executive director, MaMu Health Service Ltd • board member, Family Day Care Association Queensland. <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 of 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>Christine Castley Director</p>	<p>Christine is chair of the Australian Multicultural Council. She is also a member of the Queensland Theatre Board and the Advisory Board of the University of Queensland Institute for Social Science Research.</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, domestic and family violence prevention and response, disaster management response and recovery, housing and homelessness services transformation and strategy, and public sector ethics and integrity reform.</p> <p>Christine's previous roles include:</p> <ul style="list-style-type: none"> • chief executive officer, Multicultural Australia • deputy director-general, Department of Premier and Cabinet • deputy director-general, Housing, Homelessness and Sport in the Department of Housing and Public Works. <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>Patrick Morgan Director</p>	<p>Pat is a board member of Tenants Queensland and chair of its Finance and Risk Committee. He is also a board member of the Laidley Community Centre and co-founder of Business Science Australia.</p> <p>With more than 30 years' experience in professional accounting and business management, Pat's career has spanned the private, public and not-for-profit sectors. Pat has a special interest in corporate governance practices and organisational change management.</p> <p>Pat's previous roles include:</p> <ul style="list-style-type: none"> • chief finance officer, Department of Infrastructure and Planning, Queensland Government • executive director corporate services across several Queensland Government departments. <p>Pat holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Bachelor of Commerce (Accounting), Canterbury University • Diploma of Project Management, TAFE • Certified Practising Accountant (retired).
<p>Sally Watson Director</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.</p> <p>She has extensive experience working in homelessness services across public and not-for-profit sectors.</p> <p>Sally's previous roles include:</p> <ul style="list-style-type: none"> • lecturer in social work, James Cook University • north Queensland coordinator, Tenants Queensland • executive director, Homelessness Australia • board member, 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.

RTA Board meetings

The RTA Board had 11 scheduled meetings in 2024–25.

Board member	Position	Meeting attendances	Departure/arrival
Steve Ryan	Chair	11/11	Entire period
Janet Benson	Director	10/11	Entire period
Fiona Caniglia	Director	11/11	Entire period
Christine Castley	Director	11/11	Entire period
Nathanael Edwards	Director	11/11	Entire period
Patrick Morgan	Director	10/11	From 19 September 2024
Cara Walsh	Director	1/11	To 18 September 2024
Sally Watson	Director	10/11	Entire period

RTA Board remuneration

More information regarding remuneration is available in our financial report on page 79.

Board member	Position	Approved annual, sessional or daily fee	Actual fees received*	Total out of pocket expenses
Steve Ryan	Chair	\$47,000	\$46,839	\$1,570
Janet Benson	Director	\$19,000	\$18,935	\$0
Fiona Caniglia	Director	\$19,000	\$18,269	\$0
Christine Castley	Director	\$19,000	\$18,207	\$0
Nathanael Edwards	Director	\$19,000	\$19,000	\$515
Patrick Morgan	Director	\$19,000	\$15,294	\$0
Cara Walsh	Director	\$19,000	\$2,913	\$0
Sally Watson	Director	\$19,000	\$18,935	\$618

* 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 directors 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: improving accountability and performance*.

ARC profiles (as at 30 June 2025)

Name and position	Profile
Patrick Morgan Chair	See page 28.
Fiona Caniglia Member	See page 27.
Sally Watson Member	See page 28.
Lindi Deguara Advisor	<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. She is an independent non-executive director of Tennis Queensland and Jabiru Community Services Pty Ltd.</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, professional services, training and sports/events management.</p> <p>Lindi's previous roles include:</p> <ul style="list-style-type: none"> • deputy chair, Axiom Project Services Pty Ltd • director, Golden West Apprenticeships • advisory board member, Care to Compare • tutor, 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 of 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.
Damian Wright Advisor	<p>Damian is a chartered accountant and lead partner in charge of audit at BDO in Australia. He is also chairman at Lives Lived Well, a large not-for-profit operating in the health sector.</p> <p>He has more than 35 years' experience as a chartered accountant and registered company auditor across various industries and organisations including the government sector. Damian has worked in both the United Kingdom and United States over his career at BDO. Damian provides audit and other professional services and consults on governance and risk issues to various organisations.</p> <p>Damian's previous roles include:</p> <ul style="list-style-type: none"> • director, Contract Cleaning Industry Board, 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.

ARC meetings

The ARC had 4 scheduled meetings in 2024–25.

ARC member	Position	Meeting attendances	Departure/arrival
Sally Watson	Chair	2/4	From 17 February 2025
	Member		From 28 May 2025
Cara Walsh	Chair	1/4	To 18 September 2024
Fiona Caniglia	Member	4/4	From 19 August 2024
Patrick Morgan	Member	2/4	From 17 February 2025
	Chair		From 25 June 2025
Lindi Deguara	Advisor	4/4	Entire period
David Winters	Advisor	1/4	To 30 October 2024
Damian Wright	Advisor	4/4	Entire period
Steve Ryan	Ex-officio	4/4	Entire period

Executive Leadership Team

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

Name and position (as at 30 June 2025)	Profile
Kristin Spruce Acting Chief Executive Officer* and Chief Regulatory and Assurance Officer <small>* Steve Davidson started as RTA CEO on 4 August 2025.</small>	<p>In addition to acting as chief executive officer from April to August 2025, Kristin is the RTA's chief regulatory and assurance officer, leading the finance, governance, risk, compliance, legal, compliance and enforcement, government relations, strategy, and board secretariat functions.</p> <p>With an extensive background in risk and legal, Kristin is an experienced senior leader with specialist knowledge in governance, risk and compliance and the RTA's regulatory function. Kristin joined the RTA as a conciliator in 2008 and has worked in operational and corporate roles across the organisation, building deep knowledge, experience and understanding of the RTA's operations, customers and changes in Queensland's rental sector.</p> <p>Kristin holds the following qualifications and professional memberships:</p> <ul style="list-style-type: none"> • Master of Laws (Alternative Dispute Resolution), The University of Queensland • Bachelor of Law (honours equivalent), University of Kiel, Germany • Fellow, Governance Institute of Australia.
Tracey Madgwick Chief Customer Experience Officer	<p>Tracey leads the RTA's strategic frontline services including the Contact Centre, bond management, dispute resolution, and customer experience performance and planning functions. She is also a key advisor on critical customer touchpoints such as the website, customer communications and stakeholder engagement.</p> <p>With an extensive background in contact centres and customer experience, Tracey is an experienced leader with specialist knowledge in business transformation, project management, and stakeholder engagement.</p> <p>Before joining the RTA, Tracey held executive positions at Smart Service Queensland and Brisbane City Council. Tracey is a non-executive director on the board of Auscontact, the Australian Contact Centre Association.</p>

<p>Joanna Van Der Merwe Acting Chief Digital Officer</p>	<p>Joanna is an experienced executive with a strong track record in information technology, financial management, and corporate governance. She was appointed as acting chief digital officer (CDO) in October 2024. As CDO she leads the Digital Business Centre, overseeing information and communication technology (ICT), digital platforms, business intelligence, information management and cyber security.</p> <p>With professional credentials in both finance and governance, Joanna brings a strategic, cross-functional perspective to technology leadership, aligning IT priorities with organisational goals, ensuring effective risk management and compliance.</p> <p>Joanna was previously the chief financial officer at the RTA. Before joining the RTA, Joanna held various executive roles at Brisbane City Council as well as roles in the United Kingdom's private sector in the consumer goods 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 • Member, CPA Australia • Graduate, Australian Institute of Company Directors.
<p>Cassie Broomfield Chief People Officer</p>	<p>Cassie leads the RTA's human resources, learning, organisational development, media, communication and stakeholder engagement functions.</p> <p>With an extensive background in human resources, Cassie is an experienced senior leader with specialist knowledge in learning and organisational development, human resource business partnering, recruitment, change management, data analytics, and employee and industrial relations.</p> <p>Before joining the RTA in 2018, Cassie led and worked in various human resource functions across the Queensland public sector.</p> <p>Cassie is currently studying a Bachelor of Human Resources Management with Charles Sturt University and holds the following qualifications:</p> <ul style="list-style-type: none"> • Certificate IV in Human Resources, Australian Human Resources Institute • accreditations in change management, first aid and mental health first aid.

Our people

Our workforce is critical to achieving the deliverables outlined in the *RTA Strategic Plan 2022–26*. In 2024–25, we continued to support our workforce with various benefits, initiatives and legislative changes to foster a culture of engagement and high performance.

Legislative changes for public servants

Reproductive Health Leave Directive 07/24

On 30 September 2024, public sector employees became entitled to 10 days paid reproductive health leave per year (non-cumulative) through the Reproductive Health Leave Directive 07/24. This entitlement was implemented by the Queensland Government, through the Office of Industrial Relations, to aid in reducing the stigma associated with seeking support to manage impacts of reproductive health issues on workforce participation. We communicated this important new entitlement to staff to ensure they are aware of the support available to them and feel empowered to access it when needed.

Workforce profile

In 2024–25, we continued our commitment to attract and retain a skilled and capable workforce and retained 90.3% of people in identified critical roles.

The permanent separation rate for 2024–25 was 15.6% of the workforce. This includes staff who resigned to take up roles elsewhere in the public sector. No redundancy packages were paid during this period.

Workforce profile data

Employees by occupation, appointment and employment status as at 30 June 2025

	Corporate	Frontline	Frontline support	Total
Occupation type (FTE)*	71.4	168.1	15	254.5

*FTE = full-time equivalent.

	Permanent	Temporary	Casual	Contract	Total
Appointment type (FTE)	210.5	44	0	0	254.5

	Full-time %	Part-time %	Casual %	Total
Employment status	87.2%	12.8%	0%	100%

Target group data

Gender data as at 30 June 2025

Gender	Number^	Percentage of total workforce
Man	88	33.5%
Woman	174	66.1%
Non-binary	1	0.4%
Another term	0	0%
Not disclosed	0	0%

^ Based on actual headcount.

Diversity group data as at 30 June 2025

Diversity group	Number^	Percentage of total workforce
Women	174	66.1%
Aboriginal and Torres Strait Islander peoples	11	4%
People living with a disability	9	3.3%
Culturally and linguistically diverse (speaks a language at home other than English)*	19	6.9%

^ Based on appointed headcount.

* This includes Aboriginal and Torres Strait Islander languages and Australian South Sea Islander languages.

Women in leadership roles as at 30 June 2025

Position	Number	Percentage of total leadership cohort
Senior officers (classified, s122 and s155 combined)	3	60%
Senior executive service, high-level senior executives and chief executives (classified, s122 and s155 combined)	4	100%

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 2024–25, this commitment resulted in:

- a staff engagement score of 67% from the 2024 Working for Queensland survey, which exceeded the benchmark for public sector offices (non-departments)
- 96% of our staff meeting or exceeding performance expectations in mid-year performance reviews
- continued focus on talent and succession planning, with 96% retention of identified talent and 59% obtaining career development opportunities across the RTA
- the rollout of an RTA learning calendar, providing a centralised location for all training and development initiatives, including neuroscience-based programs, tailored leadership opportunities, forums, coaching and communication training
- the delivery of mandatory training for all staff on creating respectful workplaces, promoting an inclusive, diverse and respectful culture in line with our *Code of conduct*
- ongoing commitment to supporting projects, digital uplift, and individual learning needs.

This year we also prioritised actions to help frontline staff enhance the quality of service and experience they provide to customers.

This resulted in:

- 5,325 quality checks performed on individual work items to test the quality of service delivery, identify opportunity areas and provide targeted solutions
- 720 hours of training conducted to ensure customers continue to experience high-quality interactions and services
- 255 one-on-one coaching sessions conducted to help frontline staff identify their strengths and set goals for improving their customer experience skills
- 695 hours of on-the-job coaching delivered to Contact Centre staff as they take calls, providing real time feedback to develop their skills and knowledge and ensuring customers receive consistent information
- 91% of staff being cross-skilled to ensure workforce agility and responsiveness to support operational requirements
- 216 knowledge management reviews to refine and improve resources, helping to improve the confidence and capability of staff when serving customers.

Flexible and remote work

We understand the advantages of flexible work arrangements and encourage our staff to access flexible arrangements that are aligned with personal circumstances and operational requirements. Our flexible work arrangements encourage staff and leaders to have ongoing conversations that promote a culture of trust, open communication, cooperation and negotiation.

In 2024–25, 91.7% 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 staff and the RTA, as it improves our ability to maintain business continuity even in challenging circumstances.

Workplace giving

The RTA's Workplace Giving Program is designed to help staff 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.

One of our main workplace giving partners is Andy's Place, which provides a safe space, meals and essentials for people experiencing homelessness in Brisbane. In 2024–25, 28 staff (10.9% of the organisation) volunteered their time on a Thursday morning to help prepare and serve breakfast for those in need. In July 2024, our staff donated a selection of winter clothes and blankets. In December 2024, our staff supported the Andy's place Christmas bag initiative by donating a generous amount of savoury food items.

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 staff, they are better placed to perform well in all aspects of their lives.

As part of our Health and Wellbeing Program, in 2024–25 the RTA:

- offered health assessments, skin checks and flu vaccinations
- offered monthly massages
- provided staff and their families access to confidential counselling through our employee assistance provider, TELUS Health
- provided various online learning modules, webinars, seminars and resources encouraging staff to focus on their health and wellbeing
- provided communal fruit boxes on a weekly basis for all staff.

Our Health and Safety Committee, which includes 3 nominated health and safety representatives, ensures the safety and wellbeing of staff by meeting monthly to discuss and resolve topical issues, conduct regular safety hazard inspections, review and update relevant health and safety documents, and support and represent other work groups.

Psychosocial framework and procedure

Following the completion of an external psychosocial hazards audit, feedback was used to develop an RTA psychosocial framework and psychosocial procedure. The framework outlines the RTA's approach to remove, mitigate and address work-related psychosocial hazards. The procedure sets out the processes to identify, report and manage these risks, as well as the responsibilities of different stakeholders. The framework and procedure aim to improve employee wellbeing by supporting psychological safety and reducing burnout.

Diversity and inclusion

The RTA is dedicated to fostering a diverse and inclusive culture for our staff and customers. The Diversity and Inclusion Committee includes membership across the whole organisation to ensure inclusivity is at the forefront of all business activities.

This year, the RTA implemented the *RTA equity and diversity action plan 2024–25* which highlights aims, actions and measures for specific focus areas to ensure all RTA staff have access to equal pay and opportunities. This plan was developed as part of the responses we received from the Working for Queensland Survey 2023.

A key achievement for this year included providing further cultural awareness training for all staff. Building on the First Nations cultural confidence training delivered in 2023–24, staff received further training in 2024–25. An online learning module assisted staff to increase their awareness of Aboriginal and Torres Strait Islander culture and provide culturally appropriate support in the workplace, as well as demonstrate an awareness of initiatives to close the gap of inequality and disadvantage.

A second online learning module aimed to increase staff's understanding of the importance of cultural diversity in the workplace for our staff, customers and stakeholders. The module was designed to help staff identify different communication styles and facilitate cross-cultural communication between people from a variety of culturally and linguistically diverse backgrounds.

Transformation

The RTA made significant progress on our transformation journey in 2024–25, completing several key projects that added value for our staff, stakeholders and customers. Following these successes, it was decided that the RTA's Transformation Office had achieved its goals and could be closed in April 2025.

In its 2 years of operation, the Transformation Office helped strengthen the RTA's project governance processes and supported the Portfolio Investment Board to ensure we were well placed to deliver the entire transformation program. It oversaw a portfolio of programs, projects and initiatives designed to help the RTA achieve its strategic objectives and better respond to the diverse and growing needs of Queensland's residential rental sector.

Major transformation activities in 2024–25 included implementing rental law changes, enhancing our technology, improving our customer experience, and delivering a new framework for how we engage with our stakeholders.

Rental law changes

Ongoing rental changes

On 6 June 2024, legislative amendments were introduced through the *Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Act 2024*, which focused on:

- rental bond processes
- fees and charges
- privacy, security and access
- personalisation and modifications.

These legislative changes apply to all Queensland general tenancies, rooming accommodation and moveable dwelling tenancies and were implemented in 2024–25.

On 30 September 2024, major changes that began included:

- a maximum bond amount
- reletting costs
- rent payment methods
- utility bill timeframes
- evidence for bond claims
- false and misleading information offences
- cross-government information sharing provisions to drive greater sector compliance and enforcement outcomes.

On 1 May 2025, major changes that began included:

- updates to the rental application process
- entry notice periods
- entry frequency
- protecting privacy including the collection and storage of personal information by property managers/owners, new offence and penalty provisions, and disclosing the benefits and costs on ways to pay rent
- a revised process to request fixtures and structural changes.

Heads of Power provisions:

Heads of Power provisions were introduced in the *Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Act 2024* to enable the future development of regulations.

Minimum housing standards

Significant rental law changes were introduced by the *Housing Legislation Amendment Act 2021* and were phased in over a 3-year period, with the final change to introduce minimum housing standards for all Queensland tenancies from 1 September 2024.

Supporting customers to navigate rental changes

To help our customers understand their new rental rights and responsibilities under the legislative changes implemented in 2024–25, the RTA:

- published new web content and educational resources, with almost one million views and more than 43,000 downloads
- emailed more than 867,000 RTA customers across 2 campaigns outlining the rental law changes, with an average open rate of 61.8% and click-through rate of 11.6% (the Queensland Government average is 3.9%)
- held 3 live online webinars on rental law changes for 1,280 attendees statewide, providing information and giving people the opportunity to ask questions and share insights about local trends and challenges
- held 33 dedicated community education sessions for 2,435 people in Caboolture, Capalaba, Charters Towers, Chermside, Eight Mile Plains, Gladstone, Gympie, Ipswich, Mackay, Maroochydore, Proserpine, Redcliffe, Rockhampton, Southport and Townsville
- partnered with stakeholders for 15 presentations (online and face-to-face)
- conducted 2 statewide advertising, information and engagement campaigns across radio, social media and digital platforms, resulting in 5.4 million impressions
- stood up a dedicated customer experience team to respond to customer phone enquiries about the rental law changes
- delivered intensive staff training to ensure RTA customers remained supported and received consistent information.

Digital infrastructure improvements

This year we continued to establish and enable digital programs to improve the RTA's digital infrastructure, providing modern technologies for our staff and customers.

myRTA Modernisation Program

The myRTA Modernisation Program (myRTA) is replacing and modernising the RTA's existing customer relationship management and finance systems, with a platform that is more flexible, efficient and responsive. The program introduces contemporary and sustainable solutions centred around our customers – streamlining and simplifying current processes, replacing end of life technology and providing more accurate and timely data. This cloud-based technology ensures the RTA remains current, adaptable and responsive to technology and industry changes.

To allow us to focus on replacing our core systems that have reached end of life, in 2024–25 we decided to pause development of the myRTA customer portal. This was a strategic decision to help the RTA deliver the program within our current budget and resources. myRTA is a key foundation for continuous improvement and data-enabled business decisions, informing ongoing service planning and delivery to benefit the RTA and our customers. The multi-year program is now in its final stages.

Cloud Adoption Framework

In 2024–25, the RTA implemented Microsoft's Cloud Adoption Framework to enable secure and efficient adoption and management of cloud technologies. The framework safeguards a business's cloud environment by emphasising robust governance and security practices, including the establishment of clear policies, defined roles, and adherence to regulatory standards. It also offers guidance on implementing critical security measures such as identity and access management, data encryption, and threat detection.

Business reporting uplift

In 2024–25, the RTA launched a strategic initiative to modernise its business reporting by transitioning to a cloud-based platform. The initiative is aligned to the myRTA Modernisation Program. As part of this project, the RTA:

- conducted a comprehensive market assessment, selecting Microsoft Cloud as the preferred solution
- completed the design phase for the new reporting environment
- began the implementation of the Microsoft Cloud platform.

The implementation is scheduled for completion in 2025–26. Once fully deployed, the new solution will provide the RTA with a more secure, scalable and efficient platform, enabling improved data management, enhanced storage capabilities and more robust reporting functionality.

Digital Foundations Project

The project completed its delivery of core ICT foundational technologies in 2024–25, strengthening our cyber security and improving our ICT service provision and support. Key achievements in the project's final year are included below.

Digital records management

The project integrated an electronic document and records management system (eDRMS) with our digital corporate records to address recordkeeping compliance obligations.

Digital safari training sessions to uplift digital capability

The project delivered training sessions for staff focused on Microsoft (MS) Teams, MS Lists, MS Forms, and document management and file sharing. These sessions equipped staff with the skills to effectively use Microsoft tools for enhanced collaboration and productivity.

Customer and stakeholder engagement

Customer experience action plan

The RTA continued to make significant progress this year in implementing our *Customer experience action plan 2023–26*, focusing primarily on improving the quality of our customer communications and streamlining processes to enhance customer interactions.

Major achievements this year included:

- facilitating customer adoption of the new Queensland Digital Identity (QDI) platform by providing support and working with the Queensland Government's QDI helpdesk to enable direct customer transfers between the helpdesk and the RTA (page 43)
- delivering specialist domestic and family violence training to customer experience staff, enhancing their ability to provide essential support to vulnerable customers
- introducing customer appointment reminders for dispute resolution teleconferences, reducing non-attendance rates to less than 3%
- responding to more than 3,000 customer enquiries related to the RTA's outstanding bond email campaign, facilitating the return of \$4.5 million to customers (page 24).

CX Capability Uplift Program

The CX Capability Uplift Program has targeted development at each level in the RTA's Customer Experience (CX) division, building internal skills and capability to support a pipeline of leaders. It has equipped staff with the technical skills to deliver on the *RTA Strategic Plan 2022–26* and *Customer experience action plan 2023–26* for our customers and stakeholders. The program concluded in November 2024, after successfully meeting all its objectives.

Major achievements of the program included:

- investing in talent through delivery of the Emerging Leaders Program designed to develop the skills of aspiring leaders to prepare them for future leadership opportunities
- introducing a new leader onboarding program to ensure rapid transition of new leaders into the business
- improving existing resources and developing new resources used by Customer Experience staff when serving customers to ensure improved quality, efficiency and consistency of service
- improving internal training provided to operational Customer Experience staff for customer-based skills
- improving existing quality monitoring methods to ensure productive and valuable insights are captured to support the development of Customer Experience staff.

Stakeholder Engagement Framework Project

The Stakeholder Engagement Framework Project was established in July 2023 to design an enhanced stakeholder engagement framework and implementation plan to extend positive influence and impact in Queensland's residential rental sector.

The RTA's *Stakeholder engagement framework 2024–26* was released to the sector in September 2024. The framework, which was informed through regular consultation with external and internal stakeholders, outlined our commitment to 4 engagement principles:

- **Purposeful:** We engage with stakeholders in a clear and consistent manner and with a legitimate purpose aligned to our role.
- **Proactive:** We engage stakeholders at the right time with information they need while proactively addressing changes in the sector.
- **Collaborative:** We embrace co-creation and collaboration as integral to engagement and to help shape tailored solutions for customers.
- **Accessible:** We elevate diversity in our engagement and service delivery and consider the needs of vulnerable customers.

The framework is supported by an implementation plan which outlines how we will work with stakeholders to improve service delivery and drive positive outcomes and experiences for customers. In 2024–25, activities have included refreshed stakeholder working groups, expanded data releases, and ongoing collaboration with the sector (see page 23 for more information). The project was finalised in November 2024. We will continue to deliver actions from the implementation plan in 2025–26.

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 2024–25:

Consultative Committee

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 committee meets as required.

Diversity and Inclusion Committee

Oversees delivery of the commitments of the RTA's *Equity and diversity action plan 2024–25* and the Queensland Government's *Multicultural policy* and *Queensland multicultural action plan*, ensuring a dedicated focus on diversity and inclusion priorities to build an inclusive culture.

Health and Safety Committee

Helps management in the prevention of accidents and incidents through the development and implementation of measures to ensure staff and visitor health and safety at the RTA. The Health and Safety Committee also help to implement the RTA's *Workplace health and safety plan*.

Information Security Working Group

Meets quarterly to review and revise policies relating to information security, information classification and information management. The working group works closely with our managed services provider to mitigate risks and complete the action plan under the Queensland Government's *Information security policy* (IS18:2018) checklist.

Cyber and Information Security Working Group

Meets quarterly to identify, implement, monitor, review and maintain the RTA's information and security systems. The working group also advises on actions and procedures to address emerging cyber security threats and risks.

Legislation Consensus Group

Monitors emerging trends and interpretation of existing legislation. The group ensures the RTA provides accurate, consistent and timely information to its stakeholders and customers.

Legislation Implementation Group

Brings together key business partners to plan the information and service changes needed to support staff and customers through rental law changes.

Portfolio Investment Board

Ensures projects operate in an efficient, effective manner and are sufficiently resourced to support our business and corporate needs. It reviews and approves changes to agreed scope and costs and considers new 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.

Project boards

Established for each program and project, these boards are responsible for driving overall direction and progress by monitoring and controlling projects within agreed parameters as approved by the Portfolio Investment Board. Project board duties also include monitoring project risk, budget expenditure, deliverables, timeframes, communications and supporting vendor and stakeholder engagement. Program and project boards are held at least monthly in conjunction with the Project Investment Board meeting.

Internal audit and external scrutiny

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

The RTA's internal audits also provide independent assurance of the effectiveness of our systems, procedures and controls to ensure compliance and management of risks.

Our *Strategic internal audit plan 2024–26* sets out the audits identified for areas to help with strategic goals, including:

- 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.

This year, we engaged:

- O'Connor Marsden, to audit the effectiveness of procurement and contract management processes
- Cyber CX, to assess overall compliance with the Queensland Government's *Information security policy* (IS18:2018), including the implementation and operation of an Information Security Management System (ISMS) (ISO:27001).

The RTA's financial services audit was carried out by William Buck through the Queensland Audit Office.

No significant findings were reported through these reviews, and recommended actions are implemented to an agreed schedule.

We also engaged O'Connor Marsden to start an assessment of the design effectiveness of internal controls relating to the rental bond management processes within the myRTA system. The assessment will be completed in 2025–26.

Ethical standards

Our *Code of conduct* (the code) 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 must 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* and *RTA Operational Plan 2024–25*.

During 2024–25, we carried out a range of activities to ensure the continued compliance and advancement of the objects of the *Human Rights Act 2019*, including:

- mandatory human rights training for all staff, with additional workshops for RTA leaders, to further support staff in assessing human rights when making business decisions
- continued integration of human rights considerations when developing new or reviewing existing policies and procedures and making decisions
- reviews of the *Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Act 2024* – proclamations 1 and 2 to ensure compatibility with the *Human Rights Act 2019*.

The RTA received one human rights complaint in 2024–25. An assessment of the complaint found the RTA's actions and decisions were compatible with human rights. A proactive internal review of relevant RTA processes identified improvements that have been implemented to our customer communications.

Charter of Victims' Rights complaints disclosure

The RTA has developed and implemented processes to support Charter of Victims' Rights complaints and reporting requirements in line with the *Victims' Commissioner and Sexual Violence Review Board Act 2024*.

During 2024–25, the RTA carried out a range of activities to ensure our ongoing compliance and advancement of the objectives of the Charter of Victims' Rights, including:

- integrating the Charter of Victims' Rights into the RTA's complaint handling policies and procedures
- updating the RTA's website to incorporate the Charter of Victims' Rights complaints
- raising employee awareness by incorporating Charter of Victims' Rights obligations into internal policies and procedures
- conducting Charter of Victims' Rights training to RTA employees responsible for investigating and responding to complaints
- nominating designated RTA personnel for employees to contact with enquiries relating to Charter of Victims' Rights complaints in the workplace.

A Charter of Victims' Rights complaints report for the 2024–25 reporting year was not required as the RTA did not receive any Charter of Victims' Rights complaints.

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 2024–25.

Access to information

Members of the public can access certain information controlled by the Queensland Government through the *Right to Information Act 2009* (the RTI Act). The RTA 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 its *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 2024–25, the RTA responded to 118 requests made under its *Administrative access policy*.

Overseas travel

An overseas travel expenditure report for the 2024–25 reporting year was not required due to no overseas travel by any staff member within the organisation.

Our information and digital systems

In line with the *RTA Strategic Plan 2022–26*, the RTA has continued improving our digital technology footprint through the modernisation of core technologies to enable greater flexibility and agility, drive efficiencies, support engagement and improve access and service delivery.

For more information about our work in the digital uplift space, see pages 37–38.

Enhancing information systems and security

In 2024–25, the RTA remained focused on enhancing our cyber security practices in line with the Australian Signals Directorate's *Essential Eight maturity model* protocols and the Queensland Government's *Information security policy* (IS18:2018) checklist, ensuring a consistent, risk-based approach to identifying and managing risks to information, applications and technologies.

Information classification and labelling guidelines have been developed and implemented within the RTA to help correctly assess the sensitivity and security of our information so it can be labelled, handled and stored correctly.

Our Information Security Working Group meet quarterly to review and revise corporate policies and procedures relating to cyber and information security, information classification and information management. The group also works closely with the business and RTA's managed service providers to mitigate risks, educate and complete tasks under the IS18:2018 checklist.

This year the RTA adopted new security controls and implemented additional cyber security technical capabilities to continue to protect the RTA's information systems.

This resulted in:

- the synchronising of email and collaboration tools via Microsoft Exchange online
- continued testing of Microsoft Purview, a data security, document classification and governance tool, to automate key information security processes such as identifying items requiring disposal/deletion and advising the appropriate contact.

These improvements enable the RTA to offer secure online services for our customers and an effective hybrid working environment for our staff.

Recordkeeping

Our records management practices are governed by the *Public Records Act 2023* and in accordance with the Queensland State Archive's *Records governance policy*.

The RTA periodically reviews related policies and processes to ensure we comply and takes recordkeeping requirements into account when developing and executing new business requirements, as well as in all aspects of service delivery.

In 2024–25, we ensured continued compliance with and improvement of recordkeeping practices by:

- implementing a new electronic document management system supporting digital recordkeeping and disposal
- delivering mandatory records management training for all staff
- regularly disposing of physical records using retention and disposal schedules approved by the Queensland State Archivist.

Responding to technology and provider changes

QGov to QDI transition

The RTA was notified in March 2024 about the Queensland Government's project to decommission the QGov identity platform and migrate users to the Queensland Digital Identity (QDI) service. The RTA used the QGov identity platform as the authentication mechanism for RTA Web Services.

Ahead of the transition from QGov to QDI in April 2025, the RTA:

- worked closely with the Queensland Government departments leading the transition to ensure QDI would work effectively as a login for RTA Web Services
- worked with the Queensland Government's QDI helpdesk team to enable direct customer call transfers between the helpdesk and the RTA, streamlining customer support
- trained RTA staff to prepare for the transition and updated internal staff resources
- emailed property managers/owners who use RTA Web Services regularly with information about the change to help them prepare
- updated our website with relevant information.

The transition to QDI was successful and caused minimal impact to RTA customers. QDI is a secure, modern authentication platform that allows customers to verify their identity using a larger selection of documents.

Secure scanning and mail replacement

The RTA's secure mail scanning and cheque handling service supplier, Decipha, advised in early 2024 it was closing and we would need to transition to a new supplier by the end of April 2025. Iron Mountain was selected as the new provider. We successfully transitioned with minimal impact to the RTA and no interruptions to customer services.

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, legislative information and support services.

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

Our **strategic objectives** are:

1. Differentiated services and experiences

Expand and transform our service delivery capability to provide a differentiated, 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 is assessed through annual performance measures that align to the approaches and key performance indicators outlined in the *RTA Strategic Plan 2022–26*.

Queensland Government's objectives for the community

The RTA contributes to the Queensland Government's objectives for the community:

- A better lifestyle through a stronger economy
- A plan for Queensland's future.

The RTA contributes to *A plan for Queensland's future* by digitally transforming internal and external service provision through a sustainable and contemporary organisation. We contribute to *A better lifestyle through a stronger economy* by providing differentiated services and experiences and extending positive influence and impact in the 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 main sector risks and opportunities, via the RTA website (rta.qld.gov.au).

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 chief executive officer, is carried out with comprehensive knowledge of our functions.

The table below outlines our 2024–25 performance against the main elements of the framework.

Function	Purpose	Achievements 2024–25
Regular financial reporting	Reports level of revenue and expenditure against the approved budget at each operational RTA Board meeting.	Full financial reporting was provided to the RTA Board at its operational meetings and includes operational statements, balance sheets and cash forecasts.
Performance measures	Aligns to the key performance indicators within the <i>RTA Strategic Plan 2022–26</i> and measure the achievement of the RTA's objectives.	The RTA Board was provided 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 Audit and Risk Committee.	Resulting recommendations from internal audits were implemented in a timely manner.
Service Delivery Statement	Contributes to the Minister for Housing and Public Works, and Minister for Youth's report on performance and budget results to the Queensland Parliament.	Outcomes met or exceeded targets for customer satisfaction, dispute resolution and operational costs as a proportion to the value of bonds held.
Annual report	Provides quality reporting on financial and non-financial performance to support transparency and drive continuous performance.	Annual report requirements for Queensland Government agencies were met with full compliance.

Performance highlights

Objective 1 – Differentiated services and experiences

Performance indicators 2024–25	Achievements 2024–25
Maintained high customer satisfaction	<ul style="list-style-type: none"> Received an average customer satisfaction rate of 83% for our service delivery via the Contact Centre Provided same-day processing of bond refund requests (both paper and digital) at 0.7 days on average Resolved 77.5% of conciliated disputes where both parties agreed to participate Continued to prioritise services for vulnerable customers, receiving: <ul style="list-style-type: none"> 6,528 calls requiring escalation due to domestic and family violence occurring or having previously occurred in the tenancy (69.2% increase since 2023–24) 3,462 calls requiring an interpreter for customers with culturally and linguistically diverse backgrounds (20.4% decrease since 2023–24) Delivered specialist domestic and family violence training to staff, enhancing their ability to support vulnerable customers Continued to provide paper forms and phone support for customers with limited digital access Received 1,040 investigation requests, began 8 proactive investigations, and finalised 600 investigations Received 970 anonymous webforms reporting advertised properties not meeting minimum housing standards Developed a new online form for customers to report rentals not advertised or offered at a fixed price and received 53 reports Introduced a new online investigation webform to make it easier for customers to start the investigation process
Improved customer complaints handling	<ul style="list-style-type: none"> Responded to 158 formal customer complaints, with 153 resolved during initial contact and 5 requiring further action Developed and implemented processes to support Charter of Victims' Rights complaints and reporting requirements in line with the <i>Victims' Commissioner and Sexual Violence Review Board Act 2024</i>
Improved service delivery responsiveness and efficiency	<ul style="list-style-type: none"> Improved customer call handling efficiency while maintaining service standards to reduce average talk time by 12.5% while increasing customer satisfaction to 83% despite a 10.2% increase in calls handled Refreshed the messages callers hear on our interactive voice response (IVR) service, making them shorter, simpler and more customer friendly Performed 5,325 quality checks on individual work items to identify opportunity areas and provide targeted solutions Delivered 720 hours of training to staff to ensure customers continue to experience high-quality interactions and services Conducted 255 one-on-one coaching sessions to help staff identify strengths and set goals for improving customer experience skills Delivered 695 hours of on-the-job coaching to staff as they take calls, providing real time feedback to develop their skills Introduced customer appointment reminders for dispute resolution teleconferences, reducing non-attendance rates to less than 3%

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

Performance indicators 2024–25	Achievements 2024–25
Maintained high stakeholder satisfaction	<ul style="list-style-type: none"> Facilitated the final 2 RTA Stakeholder Forum meetings and received an overall satisfaction rating of 90% from members Published our <i>Stakeholder engagement framework 2024–26</i>, setting out an enhanced approach for how we engage with stakeholders Launched 3 new stakeholder working groups with broader participation in line with our new stakeholder engagement approach, with each group meeting twice and receiving an overall satisfaction rating of 93% from participants Continued to administer the Queensland Rental Accommodation Regulators Group, which collectively works towards achieving consistent and complimentary approaches to compliance
Increased sector engagement with educational initiatives	<ul style="list-style-type: none"> Participated in 134 community education and stakeholder engagement activities reaching 5,302 people with an average satisfaction rate of 89% for activities where feedback was received Delivered 3 community information sessions for 161 participants Held 8 pop-up stalls and visits to public libraries to provide information about the RTA and tenancy rights and responsibilities Delivered 33 face-to-face and 3 online events on rental law changes for more than 3,500 people statewide Received 4,549,358 visits to the RTA website, with a total of 9,669,509 pageviews Published 14 podcast episodes with 8,562 listens across all 67 episodes available Published 31 news articles, with 31,557 pageviews across these stories Published 13 webinars and educational videos, with 87,584 views across these videos Sent 11 subscriber newsletters and saw a 26% increase in subscriptions Responded to 41 media enquiries to help respond to and educate the sector about trending topics Conducted 2 statewide advertising, information and engagement campaigns on rental law changes resulting in 5.4 million impressions Emailed more than 867,000 RTA customers across 2 campaigns outlining the rental law changes, with an open rate of 61.8% Emailed RTA customers urging them to claim almost 124,000 outstanding rental bonds, returning \$4.7M to 4,201 customers Launched RTA Instagram and gained 4,149 followers, with 1,145,951 impressions and 7,694 engagements across RTA social channels

Objective 3 – Sustainable and contemporary organisation

Performance indicators 2024–25	Achievements 2024–25
Improved staff performance and development	<ul style="list-style-type: none"> 96% of staff met or exceeded performance expectations in mid-year performance reviews 59% of staff had career development opportunities across the RTA
Improved workforce diversity and organisational composition	<ul style="list-style-type: none"> Made steps towards a more diverse and inclusive workforce, with: <ul style="list-style-type: none"> 66.1% of staff identifying as women 4% of staff identifying as Aboriginal and Torres Strait Islander peoples 3.3% of staff identifying as living with a disability 6.9% of staff identifying as culturally and linguistically diverse The Diversity and Inclusion Committee continued to implement diversity and inclusion initiatives, with representatives from across the organisation Delivered cultural confidence and cultural awareness, diversity and communication online training modules for all staff Implemented the <i>RTA equity and diversity action plan 2024–25</i> to ensure all RTA staff have access to equal pay and opportunities
Maintained high staff engagement and retention of talent	<ul style="list-style-type: none"> Achieved an employee engagement score of 67% in the annual Working for Queensland Survey Retained 90.3% of staff in identified critical roles Continued to offer benefits to make the RTA an employer of choice, including: <ul style="list-style-type: none"> flexible and remote working arrangements, with 91.7% of staff using an arrangement a dedicated health and wellbeing program (including free health assessments, skin checks, flu vaccinations and in-office massages) free and confidential counselling through our employee assistance provider (TELUS Health) a dedicated workplace giving program, which allows staff to give back to the community by donating time, money or goods

Objective 4 – Digitally transformed internal and external service provision

Performance indicators 2024–25	Achievements 2024–25
Maintained high staff satisfaction – digital tools and support	<ul style="list-style-type: none"> Continued to progress the myRTA Modernisation Program which is replacing and modernising the RTA’s customer relationship management and finance systems Implemented Microsoft’s Cloud Adoption Framework to enable secure and efficient adoption and management of cloud technologies Launched a business reporting uplift initiative to modernise business reporting by transitioning to a cloud-based platform Introduced a new electronic document and records management system (eDRMS) for digital recordkeeping and disposal Continued testing Microsoft Purview, a data security, document classification and governance tool, to automate key information security processes supporting digital recordkeeping and disposal Completed our program to help staff enhance their digital literacy when using Microsoft 365
Maintained high customer satisfaction – digital services	<ul style="list-style-type: none"> Facilitated customer adoption of the new Queensland Digital Identity (QDI) platform by providing support and working with the Queensland Government’s QDI helpdesk to enable direct customer transfers
Maintained high digital services uptake by customers	<ul style="list-style-type: none"> Use of digital tenancy and bond forms was 79.9%, which is a 4.9 percentage point increase from the previous financial year

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 and Public Works SDS. These documents are a main 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	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Effectiveness measures			
Proportion of disputes resolved after parties participated in the conciliation process ¹	70%	77.4%	70%
Overall client satisfaction with the Residential Tenancies Authority Contact Centre ²	75%	83%	75%
Efficiency measure			
Total operational cost for Residential Tenancies Authority output (excluding grants) as a proportion of the value of bonds held	3.7%	3.7%	3.7%

1. The favourable variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due to the RTA's ongoing commitment to adapting to changing customer needs, optimising work practices and upskilling within the dispute resolution team.
2. The favourable variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due to the RTA's continued focus on average speed of answer, along with ensuring staff are knowledgeable and well-informed.

As the SDS is published before the end of the financial year, estimated actuals are provided based on the last approved budget. The actual results as at 30 June 2025 are provided below.

Service standards	2024–25 Actual result as at 30 June 2025
Effectiveness measures	
Proportion of disputes resolved after parties participated in the conciliation process	77.5%
Overall client satisfaction with the Residential Tenancies Authority Contact Centre	83%
Efficiency measure	
Total operational cost for Residential Tenancies Authority output (excluding grants) as a proportion of the value of bonds held	3.3% ³

3. The efficiency measure has had a favourable result due to budget underspend to 30 June 2025.

Part 5: Our finances

Financial overview

RTA still investing in its strategic plan as the last phase of modernisation begins

Strategic plan investment
\$9.9M

Rental bond value increases by
5.1% to \$1.329B[†]

[†] Excludes unclaimed and outstanding bond monies.

The RTA has continued investing in modernising services in line with the *RTA Strategic Plan 2022–26*. These modernisations are funded through existing cash reserves ensuring operational funding grants are directed entirely to operating the RTA's customer services without interruption.

This financial year the RTA's revenue totalled \$41.6M, which consisted of a \$37.5M operational funding grant from the Queensland Government, along with additional \$2.7M of funding specifically to implement rental law changes. Making the most of continued strong interest rates on cash deposits, the RTA has been able to derive 3%, \$1.4M, of revenue from interest. This was achieved by diligent cashflow management and active investment of cash reserves in high interest-bearing deposit accounts with the Queensland Treasury Corporation and other A credit-rated Australian bank term deposits. As at 30 June 2025, the RTA holds cash reserves of \$14.7M.

Total expenses for the year were \$55.2M, with employee costs representing more than 61% of our total operating expenses. Supplies and services were \$17.9M, which include rent, agency staff, contractor and ICT expenses. This also includes ongoing activities that will deliver the strategic plan to improve our customer service, regulation and support services for Queensland's residential rental sector.

Bond values continued to rise again this year, totalling \$1.329B excluding unclaimed and outstanding bond monies (5.1% increase from 2023–24).

Financial performance

The data below shows our financial performance for the past 5 years.

Financial year	Income \$M	Expenditure \$M	Surplus/(deficit) [^] \$M
2024–25	41.6	55.2	(13.6)
2023–24	40.7	54.2	(13.5)
2022–23 [#]	40.6	39.3	1.3
2021–22	29.7	86.0 [*]	(56.3) [*]
2020–21	70.4	35.1	35.3

[^] Bracketed figures show a deficit.

[#] The RTA's funding model changed to a Queensland Government operating grant from 1 July 2022.

^{*} \$51.8M was losses due to market fluctuations.

General Purpose Financial Report

for the year ended 30 June 2025

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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 2025

		Group		Parent	
	Notes	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
Income					
Interest revenue	4	1,394	1,516	1,387	1,510
Grants and contributions	5	40,237	37,118	40,237	37,118
Other revenue		10	25	10	25
Other income		-	1,997	-	1,997
Total income		41,641	40,656	41,634	40,650
Expenses					
Employee expenses	6	34,177	31,848	1,445	829
Supplies and services	7	17,897	19,640	50,622	50,656
Depreciation and amortisation	8	2,897	2,460	2,897	2,460
Other expenses	9	223	233	223	230
Total expenses		55,194	54,181	55,187	54,175
Operating result for the year		(13,553)	(13,525)	(13,553)	(13,525)
Other comprehensive income					
			-		-
Total operating result		(13,553)	(13,525)	(13,553)	(13,525)

The accompanying notes form part of these statements.

Statement of Financial Position

as at 30 June 2025

		Group		Parent	
		2025	2024	2025	2024
	Notes	\$'000	\$'000	\$'000	\$'000
Current assets					
Cash and cash equivalents	10	1,400,080	1,291,131	1,400,025	1,291,089
Receivables	11	420	371	385	366
Prepayments		1,030	591	1,030	591
Total current assets		1,401,530	1,292,093	1,401,440	1,292,046
Non current assets					
Intangible assets	12	11	2,833	11	2,833
Property, plant and equipment		113	187	113	187
Total non current assets		124	3,020	124	3,020
Total assets		1,401,654	1,295,113	1,401,564	1,295,066
Current liabilities					
Payables	13a	2,244	2,358	8,036	7,923
Rental bonds and unclaimed monies	13b	1,385,366	1,265,333	1,385,366	1,265,333
Accrued employee benefits	14	4,413	4,206	-	95
Total current liabilities		1,392,023	1,271,897	1,393,402	1,273,351
Non current liabilities					
Accrued employee benefits	14	1,469	1,501	-	-
Total non current liabilities		1,469	1,501	-	-
Total liabilities		1,393,492	1,273,398	1,393,402	1,273,351
Net assets		8,162	21,715	8,162	21,715
Equity					
Contributed equity	15	55,189	55,189	55,189	55,189
Accumulated deficit		(47,027)	(33,474)	(47,027)	(33,474)
Total equity		8,162	21,715	8,162	21,715

The accompanying notes form part of these statements.

Statement of Changes in Equity

for the year ended 30 June 2025

		\$'000	\$'000	\$'000
		Contributed equity	Accumulated deficit	Total equity
	Notes	Parent & Group		
2025				
Balance as 1 July 2024		55,189	(33,474)	21,715
Operating result from continuing operations		-	(13,553)	(13,553)
Balance as at 30 June 2025		55,189	(47,027)	8,162
2024				
Balance as 1 July 2023		55,189	(19,949)	35,240
Operating result from continuing operations		-	(13,525)	(13,525)
Balance as at 30 June 2024		55,189	(33,474)	21,715

The accompanying notes form part of these statements.

Statement of Cash Flows

for the year ended 30 June 2025

		Group		Parent	
		2025	2024	2025	2024
	Notes	\$'000	\$'000	\$'000	\$'000
Cash flows from operating activities					
Inflows					
Interest income		1,422	1,552	1,416	1,545
Bond lodgements		589,190	557,141	589,190	557,141
Government grants		40,237	37,118	40,237	37,118
Other operating receipts		10	25	10	25
GST collected from customers		11	11	11	11
GST refunds received		1,969	1,744	1,969	1,744
Outflows					
Bond refund		(469,157)	(434,351)	(469,157)	(434,351)
Employee expenses		(34,003)	(31,312)	(1,541)	(803)
Supplies and services		(18,533)	(18,419)	(51,002)	(48,915)
Other expenses		(223)	(233)	(223)	(230)
GST paid to suppliers		(1,974)	(1,856)	(1,974)	(1,856)
Net cash provided by operating activities	CF.1	108,949	111,420	108,936	111,429
Net increase in cash and cash equivalents		108,949	111,420	108,936	111,429
Cash and cash equivalents at beginning of financial year		1,291,131	1,179,711	1,291,089	1,179,660
Cash and cash equivalents at end of financial year	10	1,400,080	1,291,131	1,400,025	1,291,089

The accompanying notes form part of these statements.

Notes to the Statement of Cash Flows

for the year ended 30 June 2025

Group		Parent	
2025	2024	2025	2024
\$'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	(13,553)	(13,525)	(13,553)	(13,525)
Add:				
Depreciation and amortisation	2,897	2,460	2,897	2,460
Increase in accrued employee benefits	175	536	-	26
Increase in rental bonds and unclaimed monies liability	120,033	120,793	120,033	120,793
Increase in payables	-	1,362	113	1,920
	109,552	111,626	109,490	111,674
Less:				
Increase in receivables	49	20	19	59
Decrease in payables	114	-	-	-
Decrease in accrued employee benefits	-	-	95	186
Increase in prepayments	440	186	440	-
	603	206	554	245
Net Cash provided by operating activities	108,949	111,420	108,936	111,429

The accompanying notes form part of these statements.

Notes to the Financial Statements

for the year ended 30 June 2025

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.

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 2024, 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 or interpretations that apply to the RTA for the first time in 2024–25 had any material impact on the financial statements.

Accounting standards early adopted

No Australian Accounting Standards have been early adopted for 2024–25.

Changes in accounting policy

The RTA did not change any accounting policies during 2024–25.

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. Due to rounding, totals may not add exactly.

Comparatives

Comparative information reflects the audited 2023–24 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 the right at the end of the reporting period 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 2025

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 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

The RTA's modernisation process under the 2022–2026 strategic plan requires a once off investment in upgrading core software system which is temporarily increasing the RTA's overall expenditure. The RTA holds cash reserves to fund this activity. 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.

The RTA's bonds liability is fully supported through the rental bonds cash asset and section 153 of the RTRA Act.

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 2025

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 contributes to the Queensland Government's objectives for the community:

- A better lifestyle through a stronger economy
- A plan for Queensland's future.

The RTA contributes to a plan for Queensland's future by digitally transforming internal and external service provision through a sustainable and contemporary organisation. We contribute to a better lifestyle through a stronger economy by providing differentiated services and experiences, and extending positive influence and impact in the 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 and Public Works.

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 2025

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 RTA has entered 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): The RTA paid on behalf of the RTEO for 2025 (2024: \$3,700)
Financial information:	
Total assets: \$6M (2024: \$5.7M)	Total revenue: \$32.7M (2024: \$31M)
Total liabilities: \$6M (2024: \$5.7M)	Total operating result: \$nil (2024: \$nil)

4. Interest revenue

Interest revenue

	Group		Parent	
	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
Interest on non-bond deposits	1,394	1,516	1,387	1,510
Total Interest revenue	1,394	1,516	1,387	1,510

Accounting Policy – Interest revenue

The RTA earns interest revenue on cash held to finance operations on deposit with financial institutions, this is non-bond deposits. Interest revenue is recognised when earned.

Notes to the Financial Statements

for the year ended 30 June 2025

5. Grants and contributions

Queensland Government operating grants

Total grants and contributions

Group		Parent	
2025	2024	2025	2024
\$'000	\$'000	\$'000	\$'000
40,237	37,118	40,237	37,118
40,237	37,118	40,237	37,118

Accounting policy – Grants and contributions

The RTA is funded by administered grant from the Queensland Government through the Department of Housing and Public Works.

Grants are non-reciprocal in nature, they do not require any goods or services to be provided in return or have performance obligations sufficiently specific. Grants are recognised as revenue upon receipt under AASB 1058 Income of Not-for-Profit Entities.

During the year the RTA has received grant funding of \$37.5M (2024: \$36.1M and \$551,656 of funding for the cost of living adjustment (COLA) payments) from the Department of Housing and Public Works.

The Queensland Government also approved funding allocation to implement the phased changes for the *Housing Legislative Amendments Act 2021*. The legislative changes are being implemented in two phases. Phase one commenced in July 2022 with \$3,021,024 grant funding provided over 3 years with the final grant of \$496,500 being received in 2023–24. Phase 2 of the reform began in July 2024 with \$6,424,000 in grants to be paid over 4 years. In 2024–25 the RTA received \$2,732,000 of this funding.

6. Employee expenses

Employee benefits

Salaries and wages

Allowances

Annual leave expense

Long service leave expense

Employer superannuation contributions

Termination benefits

Total employee benefits

Employee related expenses

Fringe benefits tax

Workers' compensation insurance

Payroll tax

Other employee related expenses

Total employee related expenses

Total employee expenses

Group		Parent	
2025	2024	2025	2024
\$'000	\$'000	\$'000	\$'000
25,132	23,443	332	318
22	63	-	-
2,467	2,373	29	32
402	631	5	13
3,576	3,446	88	67
270	-	262	-
31,869	29,956	716	430
106	47	106	47
219	132	228	132
1,626	1,511	52	29
357	202	343	191
2,308	1,892	729	399
34,177	31,848	1,445	829

Notes to the Financial Statements

for the year ended 30 June 2025

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	
2025	2024	2025	2024
No.	No.	No.	No.
255	260	-	1

Accounting policy – wages, salary and sick leave

All employees of the RTEO and of the RTA are employed under the RTRA 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 22.

Notes to the Financial Statements

for the year ended 30 June 2025

	Group		Parent	
	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
7. Supplies and services				
Delivery of service expenses	1,470	1,393	1,470	1,393
Board fees	159	165	159	165
Building expenses	1,819	1,791	1,819	1,791
Office expenses	79	68	79	68
Contractors and consultants	8,540	10,474	8,540	10,474
Bank fees	33	34	33	34
Technology expenses	5,024	4,931	5,024	4,931
Legal expenses	244	187	244	187
Client engagement expenses	222	173	221	173
RTEO service fees	-	-	32,726	31,016
Other supplies and services	307	424	307	424
Total supplies and services	17,897	19,640	50,622	50,656

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 Housing and Public Works has substantive substitution rights over the assets. Payments are expensed as incurred and categorised within building expenses.

Notes to the Financial Statements

for the year ended 30 June 2025

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	
2025	2024	2025	2024
\$'000	\$'000	\$'000	\$'000
75	76	75	76
2,810	2,374	2,810	2,374
12	10	12	10
2,897	2,460	2,897	2,460

Accounting policy – depreciation

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

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

Refer to Note 12 for further information regarding Intangible assets accounting policy.

9. Other expenses

External audit fees *

Internal audit fees

Bad and impaired debts

Losses public moneys

Special payments **

Insurance premiums

Total other expenses

Group		Parent	
2025	2024	2025	2024
\$'000	\$'000	\$'000	\$'000
46	42	46	39
26	93	26	93
30	72	30	72
94	-	94	-
2	-	2	-
25	26	25	26
223	233	223	230

* Total external audit fees payable to QAO relating to the 2024–25 financial year are estimated to be \$46,250 for the group (2023–24: \$41,950 for the group). There are no non-audit services included in this amount.

** Special payments represent ex gratia expenditure and other expenditure that the RTA is not contractually or legally obligated to make to other parties. No special payments during 2024–25 were over \$5,000.

Notes to the Financial Statements

for the year ended 30 June 2025

10. Cash and cash equivalents

	Group		Parent	
	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
Cash at bank – Rental bond	1,385,366	1,265,331	1,385,366	1,265,331
Cash at bank – Operations	106	93	51	51
Queensland Treasury Corporation (QTC) – Operations	14,608	20,707	14,608	20,707
Term Deposits	-	5,000	-	5,000
Total cash and cash equivalents	1,400,080	1,291,131	1,400,025	1,291,089

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.

All rental bonds are held within the rental bond bank accounts. These accounts are held with a major financial institution. The RTA control all transactions in the accounts.

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

11. Receivables

	Group		Parent	
	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
Debtors	105	89	70	84
Less: allowance for expected credit losses	(36)	(36)	(36)	(36)
	69	53	34	48
Other receivables	67	-	67	-
Accrued interest revenue	61	90	61	90
GST receivable	223	228	223	228
	351	318	351	318
Total receivables	420	371	385	366

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.

Notes to the Financial Statements

for the year ended 30 June 2025

12. Intangible assets

Software internally generated: at cost

	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
Gross	14,287	17,282	14,287	17,282
Less: accumulated amortisation	(14,287)	(14,472)	(14,287)	(14,472)
	-	2,810	-	2,810

Software purchased: at cost

Gross	558	823	558	823
Less: accumulated amortisation	(547)	(800)	(547)	(800)
	11	23	11	23

Total intangible assets

	11	2,833	11	2,833
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Reconciliation of Intangible assets

	Software internally generated	Software purchased	Total
	Group and Parent		
	\$'000	\$'000	\$'000
2025			
Carrying amount at 1 July 2024	2,810	23	2,833
Acquisitions	-	-	-
Amortisation	(2,810)	(12)	(2,822)
Carrying amount at 30 June 2025	-	11	11
2024			
Carrying amount at 1 July 2023	5,183	34	5,217
Acquisitions	-	-	-
Amortisation	(2,373)	(11)	(2,384)
Carrying amount at 30 June 2024	2,810	23	2,833

Notes to the Financial Statements

for the year ended 30 June 2025

12. 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 RTA is undergoing modernisation of services including core software, as part of the strategic plan. The implementation and ongoing costs for the new software, are a Software as a Service (SaaS) arrangement and does not qualify as an intangible asset, costs 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.

An annual review of useful lives was undertaken in 2024. This resulted in a reassessment of the expected continued use of internally generated software. The assets end of life was adjusted to coincide with the implementation of upgrading core software system.

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	2 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 2025

13. Payables

Current

a) Payables

	Group		Parent	
	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
Trade creditors	2,244	2,358	2,127	2,239
Payables to RTEO	-	-	5,909	5,684
	2,244	2,358	8,036	7,923

b) Rental bonds and unclaimed monies

Rental bonds	1,384,226	1,265,266	1,384,226	1,265,266
Unclaimed bond monies	1,140	67	1,140	67
	1,385,366	1,265,333	1,385,366	1,265,333

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 the 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.

The Minister may agree under s151(3) of the RTRA Act, to derecognise and transfer unclaimed bond monies out of the rental bond account. Usage of these funds are permitted for the purpose of administering rental advisory services under the RTRA Act. The RTA retains an obligation to repay these monies in the event they are claimed, refer Note 18 for further disclosures.

Notes to the Financial Statements

for the year ended 30 June 2025

	Group		Parent	
	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
14. Accrued employee benefits				
Current				
Annual leave	2,083	2,115	-	49
Long service leave	2,193	2,068	-	46
Accrued wages	120	-	-	-
Time in lieu	17	23	-	-
Total current	4,413	4,206	-	95
Non current				
Long service leave	1,469	1,501	-	-
Total non current	1,469	1,501	-	-
Total accrued employee benefits	5,882	5,707	-	95

All provisions include associated on-costs.

Accounting policy – accrued employee benefits

Time in Lieu, 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 the 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 3.0% (2024: 4.0%)
- discount rates 3.19% to 3.78% (2024: 4.10% to 4.31%)

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

15. Contributed equity

Interpretation 1038 Contributions by Owners Made to Wholly-Owned Public Sector Entities specifies the principles for recognising contributed equity. Contributed equity was a one-off cash contribution to the RTA by the Queensland Treasury through Department of Housing and Public Works as per the obligation set out in s.574 of the RTRA Act 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 working capital.

Notes to the Financial Statements

for the year ended 30 June 2025

16. Financing arrangements

	Group		Parent	
	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
Access was available at balance date to the following lines of credit:				
Corporate credit cards	1,000	200	1,000	200

17. 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	
	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
Category				
Current financial assets				
Financial assets measured at fair value through profit and loss:				
Cash and cash equivalents	1,400,080	1,291,131	1,400,025	1,291,089
Financial assets measured at amortised cost:				
Receivables	420	371	385	366
Total current financial assets	1,400,500	1,291,502	1,400,410	1,291,455
Current financial liabilities				
Financial liabilities measured at amortised cost:				
Payables	2,244	2,358	8,036	7,923
Rental bonds and unclaimed monies	1,385,366	1,265,333	1,385,366	1,265,333
Total current financial liabilities	1,387,610	1,267,691	1,393,402	1,273,256

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 2025

17. 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 11), and cash and cash equivalents (Note 10). 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 17(a) represents the group's maximum exposure to credit risk at 30 June 2025. 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>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 11).</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 13a), rental bonds and unclaimed monies (Note 13b).
Risk management strategies	The RTA and its controlled entity manage liquidity risk through a cash management policy. 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 2025

17. Financial instruments (continued)

(b) Financial risk management (continued)

Risk exposure	Market risk
Definition	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. 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.
Exposure	The RTA does not trade in foreign currency and is not materially exposed to commodity price changes. The RTA is not materially exposed to interest rate risk through its cash deposited in interest bearing accounts. Rental bonds held within cash at bank do not provide interest to the RTA and the RTA only maintain annual operating cash balances in interest bearing accounts (Note 10).
Risk management strategies	RTA manage operational cash balances. The management of these funds remains within the above risk management processes.

(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
2025						
Financial liabilities						
Payables	13a	2,244	-	-	2,244	2,244
Rental bonds and unclaimed monies	13b	1,385,366	-	-	1,385,366	1,385,366
Total financial liabilities		1,387,610	-	-	1,387,610	1,387,610
2024						
Financial liabilities						
Payables	13a	2,358	-	-	2,358	2,358
Rental bonds and unclaimed monies	13b	1,265,333	-	-	1,265,333	1,265,333
Total financial liabilities		1,267,691	-	-	1,267,691	1,267,691

Notes to the Financial Statements

for the year ended 30 June 2025

17. 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
2025						
Financial liabilities						
Payables	13a	8,036	-	-	8,036	8,036
Rental bonds and unclaimed monies	13b	1,385,366	-	-	1,385,366	1,385,366
Total financial liabilities		1,393,402	-	-	1,393,402	1,393,402
2024						
Financial liabilities						
Payables	13a	7,923	-	-	7,923	7,923
Rental bonds and unclaimed monies	13b	1,265,333	-	-	1,265,333	1,265,333
Total financial liabilities		1,273,256	-	-	1,273,256	1,273,256

18. Contingencies

Unclaimed bond liabilities

As described in Note 13 the RTA retains an obligation to refund unclaimed bond monies.

The RTA obtained approval from the Minister under s151(3) of the RTRA Act to derecognise and transfer unclaimed bond monies aged greater than 7 years out of the rental bond account. This was a total of \$14,435,625 as at 30 June 2025 (2024: \$14,435,625). As permitted under the RTRA Act, the RTA has spent these funds for the purpose of administering rental advisory services.

The probability of future claims against these funds remains low despite public campaigns 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 \$14,886 (2024: \$12,640).

Notes to the Financial Statements

for the year ended 30 June 2025

19. Commitments

The RTA has the following unrecognised contractual commitments for expenditure, there is no capital expenditure commitments as at reporting date.

	≤ 1 year	> 1 year ≤ 5 years	Total
	\$'000	\$'000	\$'000
2025			
Supplies and services	2,560	-	2,560
	2,560	-	2,560
2024			
Supplies and services	5,400	301	5,701
	5,400	301	5,701

20. Events occurring after balance date

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

21. Future impact of accounting standards not yet effective

AASB 18 Presentation and Disclosure in Financial Statements.

AASB 18 applies to not-for-profit public sector entities for annual reporting periods beginning on or after 1 January 2028, which will be the 2028–29 financial year for the RTA.

This standard sets out new requirements for the presentation of the Statement of Comprehensive Income, requires new disclosures about management-defined performance measures and removes existing options in the classification of interest received and interest paid in the Statement of Cash Flows.

The AASB is aware that there are issues that need to be clarified in applying AASB 18's new requirements to not-for-profit entities. The AASB expects to conduct outreach with not-for-profit and public sector entities to address these issues, and expects that modifications to AASB 18 for application by these entities could take the form of guidance, exemptions and alternative requirements. The RTA will make an assessment of the expected impacts of AASB 18 after the AASB has decided on the modifications applicable to not-for-profit public sector entities. AASB 18's changes will only affect presentation and disclosure, it will not affect the recognition or measurement of any reported amounts.

All other Australian accounting standards and interpretations with future effective dates are either not applicable to the RTA activities or have no material impact on the RTA.

Notes to the Financial Statements

for the year ended 30 June 2025

22. Key management personnel (KMP) disclosures

(a). Key management personnel

The RTA's responsible Minister is the Minister for Housing and Public Works and Minister for Youth 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 2024–25 and 2023–24.

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.

In March 2024, the position description of our Chief Financial Officer role was updated to Chief Regulatory and Assurance Officer. This change was made to reflect the RTA's operating funding model changes from 1 July 2022, and to ensure the role meets the current and future needs of the RTA as Queensland's rental regulator. In May 2024 the Chief Regulatory and Assurance Office position commenced and the Chief Financial Officer position ceased. In April 2025, the RTA closed the transformation office having served its purpose and accordingly the Chief Transformation Office role ceased in May 2025.

Position	Responsibilities	Changes to positions	
		2025	2024
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.	Acting: from 01/04/25 Former: 30/04/18 – 11/04/25	
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.		Role ceased: 06/05/24
Chief Regulatory and Assurance Officer	Ensures business sustainability by managing financials, meeting governance and legal requirements to assess and mitigate risks, and overseeing investigations for compliance activities.	Acting: from 01/04/25 – 01/06/25 Former: to 31/03/25	New role: from 06/05/24
Chief Digital Officer	Ensures business sustainability by managing financials, meeting governance and legal requirements to assess and mitigate risks, and overseeing investigations for compliance activities.	Acting: from 31/10/24 – 30/06/25 Former: to 16/10/24	Current: from 28/11/23 Acting: to 15/12/23
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.		Current: from 13/05/2024 Acting: from 07/02/24 – 12/05/24 Former: from 07/09/2020 – 06/02/24
Chief People Officer	Leads the People and Culture division which includes Human Resources, learning and organisational development, communications and education, stakeholder engagement and change management.		Current: from 04/03/2024 Acting: from 09/09/2023 – 03/03/24 Former: from 22/02/2021 – 08/09/2023
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.	Role ceased: 02/05/25	

Notes to the Financial Statements

for the year ended 30 June 2025

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

(b) Remuneration expenses

Remuneration expenses for key executive management comprise the following components:

- Short-term employee expenses, including:
 - Base – consisting of salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee occupied a KMP position.
 - Non-monetary benefits – consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.
- Long term employee expenses – include amounts expensed in respect of long service leave entitlements earned.
- Post-employment expenses – include amounts expensed in respect of employer superannuation obligations.
- Termination benefits – include payments in lieu of notice on termination and other lump sum separation entitlements (excluding annual and long service leave entitlements) payable on termination of employment or acceptance of an offer of termination of employment.

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 2024 – 30 June 2025

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 *	442		12	79	262	795
Chief Regulatory and Assurance Officer	238		32	29	-	299
Chief Digital Officer **	294		-	12	8	314
Chief Customer Experience Officer	234		5	29	-	268
Chief People Officer	228		6	30	-	264
Chief Transformation Officer	201		-	25	-	226
Total	1,637	-	55	204	270	2,166

* Includes Acting Chief Executive Officer payments.

** The Acting Chief Digital Officer fees were paid to a professional services agency.

The remuneration policy for the RTA and its controlled entity is provided for under the RTRA 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 Acting Chief Executive Officer was appointed to the RTA effective from 1 April 2025.

For the 2023–24 year, the remuneration of key executive management increased by 4% in July 2024 (4% in September 2023) for Senior Officers and Senior Executive Services, in accordance with government directives.

Notes to the Financial Statements

for the year ended 30 June 2025

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

(b) Remuneration (continued)

1 July 2023 – 30 June 2024

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	348		11	51		410
Chief Financial Officer*	235		9	34		278
Chief Regulatory and Assurance Officer	29		1	4		34
Chief Digital Officer	214		3	32		249
Chief Customer Experience Officer	242		-	41		283
Chief People Officer	297		10	38		345
Chief Transformation Officer	203		5	27		235
Total	1,568	-	39	227	-	1,834

* Includes higher duty payments.

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

For the 2024–25 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 2025

23. Board disclosures

Section 471 of the RTRA 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	
			2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
Mr Stephen Ryan (Chair)	Nov 2016		53	55	53	55
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	Aug 2024	3	19	3	19
Mr Damian Wright ¹	Sep 2020	Aug 2023	-	5	-	5
Mr Nathaniel Edwards	Nov 2022		21	21	21	21
Ms Fiona Caniglia	Sep 2023		20	15	20	15
Mr Patrick Morgan	Sep 2024		17	-	17	-
Total Board member payments			177	178	177	178

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

The 2024–25 Board fees included fees of \$159,853 plus superannuation of \$18,406. The 2023–24 Board fees included fees of \$162,046 plus superannuation of \$16,860.

(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.

24. Related party disclosures

During the year, the RTA was charged service fees by its controlled entity, the RTEO, of \$ 32,726,708 (2024: \$31,015,586).

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. Total expenses incurred during the year were \$210,416 (2024: \$175,594.51).

CITEC provides information and communication technology services to the RTA. Total expenses incurred during the year were \$1,093,280 (2024: \$1,127,477).

The RTA has a contractual arrangement with Queensland Government Accommodation Office (QGAO) for the supply and management of office accommodation from June 2021. Total expenses incurred during the year were \$1,735,444 (2024: \$1,705,954).

The RTA has cash deposits held with QTC. Interest earned from QTC on deposits were \$1,007,758 (2024: \$1,007,326). Total administration fees paid or payable in this financial year to QTC were \$24,400 (2024: \$26,167).

Notes to the Financial Statements

for the year ended 30 June 2025

25. 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).

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.

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.

26. Climate related risk disclosure

Whole-of-Government climate-related reporting

The State of Queensland, as the ultimate parent of the RTA, provides information and resources on climate related strategies and actions accessible at energyandclimate.qld.gov.au/climate and treasury.qld.gov.au/energy-and-climate.

The Queensland Sustainability Report (QSR) outlines how the Queensland Government measures, monitors and manages sustainability risks and opportunities, including governance structures supporting policy oversight and implementation. To demonstrate progress, the QSR also provides time series data on key sustainability policy responses. The QSR is available via Queensland Treasury's website at treasury.qld.gov.au/programs-and-policies/queensland-sustainability-report.

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 directives from Government or Queensland Treasury.

Notes to the Financial Statements

for the year ended 30 June 2025

27. Budgetary reporting disclosures

Statement of Comprehensive Income

		Group		
		Original budget 2025	Actual 2025	Variance
	Variance notes	\$'000	\$'000	\$'000
Income				
Interest revenue	1	792	1,394	602
Grants and contributions	2	37,505	40,237	2,732
Other revenue		-	10	10
Total income		38,297	41,641	3,344
Expenses				
Employee expenses	3	37,954	34,177	3,777
Supplies and services	4	21,470	17,897	3,573
Depreciation and amortisation		3,370	2,897	473
Other expenses		260	223	37
Total expenses		63,054	55,194	7,860
Operating result for the year		(24,757)	(13,553)	11,204
Other Comprehensive Income		-	-	-
Total Operating Result		(24,757)	(13,553)	11,204

Notes to the Financial Statements

for the year ended 30 June 2025

27. Budgetary reporting disclosures (continued)

Statement of Financial Position

		Group		
		Original budget 2025	Actual 2025	Variance
	Variance notes	\$'000	\$'000	\$'000
Current assets				
Cash and cash equivalents	5	1,347,589	1,400,080	52,491
Receivables		340	420	80
Prepayments	6	379	1,030	651
Total current assets		1,348,308	1,401,530	53,222
Non current assets				
Intangible assets		10	11	1
Property, plant and equipment		111	113	2
Other non current assets		69	-	(69)
Total non current assets		190	124	(66)
Total assets		1,348,498	1,401,654	53,156
Current liabilities				
Payables	7	3,708	2,244	1,464
Rental bonds and unclaimed monies	8	1,344,538	1,385,366	(40,828)
Accrued employee benefits	9	5,468	4,413	1,055
Total current liabilities		1,353,714	1,392,023	(38,309)
Non current liabilities				
Accrued employee benefits	9	1,852	1,469	383
Total non current liabilities		1,852	1,469	383
Total liabilities		1,355,566	1,393,492	(37,926)
Net assets		(7,068)	8,162	15,230
Equity				
Contributed equity		55,189	55,189	-
Accumulated deficit		(62,257)	(47,027)	15,230
Total equity		(7,068)	8,162	15,230

Notes to the Financial Statements

for the year ended 30 June 2025

27. Budgetary reporting disclosures (continued)

Statement of Cash Flows

		Group		
		Original budget 2025	Actual 2025	Variance
	Variance notes	\$'000	\$'000	\$'000
Cash flows from operating activities				
Inflows				
Interest income		852	1,422	570
Bond lodgements	10	475,098	589,190	114,092
Government grants	11	37,505	40,237	2,732
Other operating receipts		26	10	(16)
GST collected from customers		-	11	11
GST refunds received		2,113	1,969	(144)
Outflows				
Bond refunds	12	(397,651)	(469,157)	(71,506)
Employee expenses	13	(36,069)	(34,003)	2,066
Supplies and services	14	(20,871)	(18,533)	2,338
Other expenses		(260)	(223)	37
GST paid to suppliers		(2,113)	(1,974)	139
Net cash provided by/(used in) operating activities		58,630	108,949	50,319
Net increase/(decrease) in cash and cash equivalents		58,630	108,949	50,319
Cash and cash equivalents at beginning of financial year		1,288,959	1,291,131	2,172
Cash and cash equivalents at end of financial year		1,347,589	1,400,080	52,491

Notes to the Financial Statements

for the year ended 30 June 2025

Explanations of major variances

Statement of Comprehensive Income

1 Investment revenue	Interest revenue was higher than budget due to larger cash reserves and higher interest rates than budgeted.
2 Grants and contributions	Grant Funding from the Queensland Government is higher than budget due to an additional funding allocation to implement changes under the <i>Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Bill 2024</i> . This was allocated after the budget was finalised.
3 Employee expenses	Employee expenses are lower than budget due to higher vacancy rates experienced during the year.
4 Supplies and services	Expenses are lower than budget due to re-phasing of the RTA's project including upgrading core software system.

Statement of Financial Position

5 Cash and cash equivalents	The increase in cash is due to higher than expected rental bond monies received and higher operational cash reserves due to re-phasing of RTA's mandatory projects and savings in employee expenses.
6 Prepayments	Increase in prepaid fees for software as a service.
7 Payables	The increase in payables is due to lower than expected trade creditors with decrease in supplies and services expenditure.
8 Rental bonds and unclaimed monies	The increase in rental bonds is due to higher than expected rental bond monies received during the year.
9 Accrued employee benefits	The decrease in liabilities is due to higher vacancy rates and staff turnover.

Statement of Cash Flows

10 Bond lodgements	The increase in bond lodgements is due to higher than expected rental bond monies received during the year.
11 Government grants	Cash inflow for grant funding variance is due to the factors outlined in the major variance explanation in the statement of comprehensive income.
12 Bond refunds	The increase in bond refunds is due to higher than expected rental bond monies refunded during the year.
13 Employee expenses	Cash outflow for employee expenses variance is due to the factors outlined in the major variance explanation in the statement of comprehensive income.
14 Supplies and services	Cash outflow for supplies and services variance is due to the factors outlined in the major variance explanation in the statement of comprehensive income.

Management Certificate

for the year ended 30 June 2025

These general purpose financial statements have been prepared pursuant to s.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 s.62(1)(b) of the Act we certify that in our opinion:

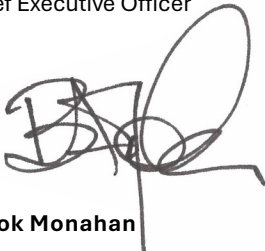
- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Residential Tenancies Authority and its controlled entities for the financial year ended 30 June 2025 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.



Steve Davidson

Chief Executive Officer



Brook Monahan

Chairperson, RTA Board

25/08/2025

INDEPENDENT AUDITOR'S REPORT

To the Board of 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).

The financial report comprises the statements of financial position as at 30 June 2025, 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.

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 2025, and their financial performance and cashflows for the year then ended; and
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

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 (including Independence Standards)* (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.

Other information

Those charged with governance are responsible for the other information.

The other information comprises the information included in the entity's annual report for the year ended 30 June 2025, but does not include the financial report and our auditor's report thereon.

My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial report, my responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

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 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 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 the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

https://www.auasb.gov.au/auditors_responsibilities/ar3.pdf

This description forms part of my auditor's report.

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 2025:

- 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.



Jacqueline Thornley
as delegate of the Auditor-General

28 August 2025

Queensland Audit Office
Brisbane

Appendices

Appendix A: Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant Minister/s 	ARRs – section 7	4
Accessibility	<ul style="list-style-type: none"> Table of contents Glossary 	ARRs – section 9.1	3 91
	<ul style="list-style-type: none"> Public availability 	ARRs – section 9.2	2
	<ul style="list-style-type: none"> Interpreter service statement 	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	2
	<ul style="list-style-type: none"> Copyright notice 	<i>Copyright Act 1968</i> ARRs – section 9.4	2
	<ul style="list-style-type: none"> Information licensing 	<i>QGEA – Information Licensing</i> ARRs – section 9.5	2
General information	<ul style="list-style-type: none"> Introductory information 	ARRs – section 10	5–7
Non-financial performance	<ul style="list-style-type: none"> Government’s objectives for the community and whole-of-government plans/specific initiatives 	ARRs – section 11.1	44
	<ul style="list-style-type: none"> Agency objectives and performance indicators 	ARRs – section 11.2	46–49
	<ul style="list-style-type: none"> Agency service areas and service standards 	ARRs – section 11.3	50
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs – section 12.1	51
Governance – management and structure	<ul style="list-style-type: none"> Organisational structure 	ARRs – section 13.1	25
	<ul style="list-style-type: none"> Executive management 	ARRs – section 13.2	31–32
	<ul style="list-style-type: none"> Government bodies (statutory bodies and other entities) 	ARRs – section 13.3	N/A
	<ul style="list-style-type: none"> Public sector ethics 	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	40
	<ul style="list-style-type: none"> Human rights 	<i>Human Rights Act 2019</i> ARRs – section 13.5	41

Summary of requirement	Basis for requirement	Annual report reference	Summary of requirement
	<ul style="list-style-type: none"> Queensland public service values 	ARRs – section 13.6	N/A
Governance – risk management and accountability	<ul style="list-style-type: none"> Risk management 	ARRs – section 14.1	29–31
	<ul style="list-style-type: none"> Audit committee 	ARRs – section 14.2	29–31
	<ul style="list-style-type: none"> Internal audit 	ARRs – section 14.3	40
	<ul style="list-style-type: none"> External scrutiny 	ARRs – section 14.4	40
	<ul style="list-style-type: none"> Information systems and recordkeeping 	ARRs – section 14.5	42
	<ul style="list-style-type: none"> Information security attestation 	ARRs – section 14.6	N/A
Governance – human resources	<ul style="list-style-type: none"> Strategic workforce planning and performance 	ARRs – section 15.1	32–33
	<ul style="list-style-type: none"> Early retirement, redundancy and retrenchment 	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARR – section 15.2	N/A
Open data	<ul style="list-style-type: none"> Statement advising publication of information 	ARRs – section 16	2
	<ul style="list-style-type: none"> Consultancies 	ARRs – section 31.1	data.qld.gov.au
	<ul style="list-style-type: none"> Overseas travel 	ARRs – section 31.2	data.qld.gov.au
	<ul style="list-style-type: none"> Queensland Language Services Policy 	ARRs – section 31.3	data.qld.gov.au
	<ul style="list-style-type: none"> Charter of Victims’ Rights 	VCSVRB Act 2024 ARR – section 31.4	data.qld.gov.au
Financial statements	<ul style="list-style-type: none"> Certification of financial statements 	FAA – section 62 FPMS – sections 38, 39 and 46 ARR – section 17.1	85
	<ul style="list-style-type: none"> Independent Auditor’s Report 	FAA – section 62 FPMS – section 46 ARR – section 17.2	86–88

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

Acronym	Meaning
ARC	Audit and Risk Committee
COVID-19	2019 novel coronavirus
ELT	Executive Leadership Team
FTE	Full-time equivalent (staff)
ICT	Information and communications technology
IS18:2018	Queensland Government's information and cyber security policy
myRTA	myRTA Modernisation Program
QCAT	Queensland Civil and Administrative Tribunal
QRARQ	Queensland Rental Accommodation Regulators Group
RTA	Residential Tenancies Authority
RTEO	Residential Tenancies Employing Office
RTI Act	<i>Right to Information Act 2009</i>

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