

<p>Regulator model practices and supporting principles</p>	<p>Queensland Government regulators whose regulatory activities impact business are required to publicly report annually on their regulatory performance, including demonstrating the extent to which they are translating the model practices into business practices and outlining plans for future improvements.</p> <p>This report outlines the Residential Tenancies Authority’s (RTA) actions undertaken in 2025–26 to improve regulatory activities and business practices to reflect the regulator model practices.</p>
<p>1. Ensure regulatory activity is proportionate to risk and minimises unnecessary burden</p> <ul style="list-style-type: none">• A proportionate approach is applied to compliance activities, engagement and regulatory enforcement actions.• Regulations do not unnecessarily impose on regulated entities.• Regulatory approaches are updated and informed by intelligence gathering so that effort is focused towards risk.	<p>In 2024-25, the RTA’s regulatory activities-maintained alignment with:</p> <ul style="list-style-type: none">• the RTA Strategic Plan 2022–26• the RTA Compliance and Enforcement Action Plan 2024–26• Queensland Audit Office Regulatory Recommendations• The Queensland Government Regulator Performance Framework. <p>The RTA continued to use a combination of risk-based and outcome-focused approaches to address regulatory priorities and ensure a proportionate approach is applied to compliance and enforcement activities and outcomes, including:</p> <ul style="list-style-type: none">• Risk-based approach – undertook an initial risk rating that considered various factors including the seriousness of a potential offence/s, the harm caused, previous non-compliance, vulnerability of affected party etc.• Outcome-focused approach – used in the design of proactive activities to achieve specific outcomes, such as using targeted customer engagement to inform parties about the requirements of the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> (RTRA Act)• Human rights considerations – applied during all proactive compliance and enforcement activities to ensure fair and equitable consideration is given to all parties involved. <p>A risk matrix tool is used during case assessment as a consistent platform to guide investigators in determining the risk categorisation of a case. The matrix is used in conjunction with the judgement of a trained officer in consultation with their leader.</p> <p>An initial investigation assessment is undertaken to determine the scope of the investigation, while documenting endorsement and approvals to ensure proportionate use of regulatory powers.</p> <p>The RTA’s intelligence-led proactive compliance activities ensure resources are directed to the areas identified as greater risk and in the public interest.</p>

<p>2. Consult and engage meaningfully with stakeholders</p> <ul style="list-style-type: none">Formal and informal consultation mechanisms are in place to allow for the full range of stakeholder input and Government decision-making circumstances.Engagement is undertaken in ways that help regulators develop a genuine understanding of the operating environment of regulated entities.Cooperative and collaborative relationships are established with stakeholders, including other regulators, to promote trust and improve the efficiency and effectiveness of the regulatory framework.	<p>In 2024–25, the RTA continued to administer the Queensland Rental Accommodation Regulators Group (QRARG), bringing together key regulatory stakeholders within the residential rental sector each quarter to work towards achieving consistent approaches to compliance.</p> <p>The RTA worked with individual regulators, as appropriate and in accordance with legislative constraints, as well as relevant stakeholders, including peak bodies, to identify trends and collaboration opportunities to drive compliance across Queensland’s residential rental sector.</p> <p>The RTA is currently working in conjunction with the Office of Fair Trading (OFT). Information is shared to support OFT’s ongoing operations targeting repeat offending agents and lessors to support the public interest.</p> <p>The RTA undertook the following activities to increase stakeholder and customer awareness of their rights, responsibilities and obligations under the RTRA Act and obtain timely sector intelligence on emerging trends and issues:</p> <ul style="list-style-type: none">Office of Fair Trading – a monthly meeting is conducted between OFT and the RTA to discuss ongoing main offenders within the sector, this has been (implemented since August 2025)hosted two RTA stakeholder forums and four stakeholder working groups for members to raise and discuss issues and trends affecting the sector which provided an opportunity to seek feedback on the RTA’s Compliance and Enforcement Action Plan 2024–26 and dedicated compliance and enforcement customer resourcesthe Department of Housing and Public Works completed an information session regarding private housing products tailored to RTA staff. The intent was to broaden awareness of support and options available to help the RTA in referring clients in needundertook quarterly meetings with Tenants Queensland, focused on compliance and enforcement.
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<p>3. Provide appropriate information and support to assist compliance</p> <ul style="list-style-type: none">• Clear and timely guidance and support is accessible to stakeholders and is tailored to meet the needs of the target audience.• Advice is consistent and, where appropriate, decisions are communicated in a manner that clearly articulates what is required to achieve compliance.• Where appropriate, regulatory approaches are tailored to ensure compliance activities do not disproportionately burden particular stakeholders (e.g. small business) or require specialist advice.	<p>The RTA continued to provide guidance and support to customers about their rights, responsibilities and obligations under the RTRA Act through its contact centre, front counter, dispute-resolution service, podcasts, social media and website.</p> <p>The RTA also provided Queenslanders with targeted information to help them prepare for and understand rental law changes under the <i>Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Act 2024</i>. There was an increase in the number of compliance and enforcement requests via the webform due to the new changes implemented to protect vulnerable Queenslanders.</p> <p>The RTA continued to actively investigate anonymous reports of advertised rental properties that did not appear to meet minimum housing standards. Where appropriate, the RTA issued letters to advise property managers/owners of their obligations and requested they act to ensure compliance with minimum housing standards.</p> <p>The RTA also introduced a channel for Queenslanders to anonymously report advertised rental properties that did not have a price. These reports were actively investigated with over 180 investigations carried out.</p>
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<p>4. Commit to continuous improvement</p> <ul style="list-style-type: none">• Regular review of the approach to regulatory activities, collaboration with stakeholders and other regulators to ensure it is appropriately risk based, leverages technological innovation and remains the best approach to achieving outcomes.• To the extent possible, reform of regulatory activities is prioritised on the basis of impact on stakeholders and the community.• Staff have the necessary training and support to effectively, efficiently and consistently perform their duties.	<p>In May 2025, the RTA updated its Compliance and Enforcement Action Plan 2024–26, which outlines new and trending offences prioritised for investigation and key actions to monitor and target conduct that does not meet community expectations.</p> <p>The action plan outlines 8 priority offences:</p> <ul style="list-style-type: none">• 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-lodgment of bond• evidence not provided for bond claim. <p>The action plan also includes eight actions that have been implemented to support increased accessibility, sector engagement and case management efficiencies, including targeting conduct that does not meet community expectations.</p> <p>The RTA remained committed to ensuring staff have the necessary training and support to efficiently and consistently perform their duties and in 2025 the RTA:</p> <ul style="list-style-type: none">• continued to participate in training and upskilling programs• embraced and continues to participate in training offered as part of the myRTA modernisation program• conducted weekly Compliance and Enforcement team meetings and skill share sessions for best practice and awareness of changes to the RTRA Act.
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<p>5. <i>Be transparent and accountable in actions</i></p> <ul style="list-style-type: none">• Where appropriate, regulatory frameworks and timeframes for making regulatory decisions are published to provide certainty to stakeholders.• Decisions are provided in a timely manner, clearly articulating expectations and the underlying reasons for decisions.• Indicators of regulator performance are publicly available.	<p>The RTA published details of its regulatory performance, including the number and nature of alleged offences investigated and case outcomes in its annual report, which is hosted on the RTA website and in quarterly data releases.</p> <p>The RTA website includes dedicated compliance and enforcement pages with information about the lifecycle of an investigation, anticipated timeframes of an investigation, and prosecution outcomes in addition to the RTA's Compliance and Enforcement Action Plan 2024–26.</p> <p>The RTA maintains communication with customers, including advising anticipated timeframes throughout each investigation, to manage expectations. The outcomes and reasons for decisions are provided to customers as soon as practicable after each investigation. Where a customer is not satisfied with an investigation outcome, the Team Leader will contact the customer and provide an overview of the outcome for clarity. If the customer is still dissatisfied, they are directed to the review processes available either directly through the RTA or the Queensland Ombudsman.</p>
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