



Residential Tenancies Authority

2015–16 ANNUAL REPORT

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Additional online reporting

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- Consultancies
- Overseas travel
- Queensland Language Services Policy.

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The Residential Tenancies Authority Annual report 2015–16



ISSN 1838-8248

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About us

In Queensland, more than a third of households rent their homes and we play a key role in supporting and regulating the sector.

The Residential Tenancies Authority (RTA) is the Queensland Government statutory authority that administers the *Residential Tenancies and Rooming Accommodation Act 2008* (the Act).

The income earned from the investment of rental bonds pays for our operating costs.

We work with all sector groups including tenants, property managers and owners, community and industry stakeholder groups and the Queensland Government.

In 2015–16, the RTA played an important role in contributing to the government's 10-year Queensland Housing Strategy which aims to provide safe, secure and affordable housing options for all Queenslanders.

The review of our legislation is a core component of this Queensland Government strategy and the RTA participated in state wide stakeholder engagement sessions with the Department of Housing and Public Works with a focus on renting issues in regional areas. Information gathered from these sessions will inform the review of the Act to ensure fairness in the rental sector.

Our history

The RTA was established as the Rental Bond Authority under the *Rental Bond Act 1989*, offering primarily a rental bond service. The *Residential Tenancies Act 1994* replaced the Rental Bond Act and expanded these services to include tenancy information and dispute resolution and the organisation's name changed to the Residential Tenancies Authority.

The *Residential Services (Accommodation) Act 2002* broadened tenancy legislation to cover rooming accommodation and in July 2009 the *Residential Tenancies and Rooming Accommodation Act 2008* replaced all other residential tenancy legislation.

Our structure

The RTA is responsible to the Minister for Housing and Public Works. The RTA is governed by a board of directors which consists of a Chair and six directors. Board members are appointed by the Governor in Council.

Our role

The RTA's main functions are to:

- provide tenancy information
- manage rental bonds
- provide a dispute resolution service
- investigate offences under the Act and prosecute where appropriate
- provide community education
- provide advice to the Minister about residential tenancy and rooming accommodation issues and the operation of the Act, and
- monitor sector data and conduct research.

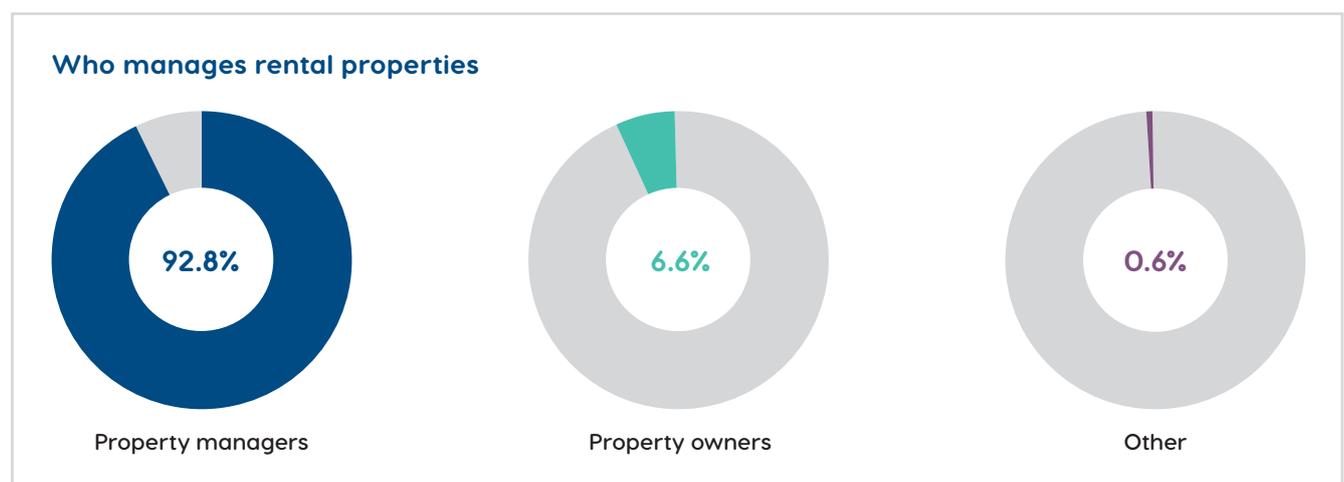
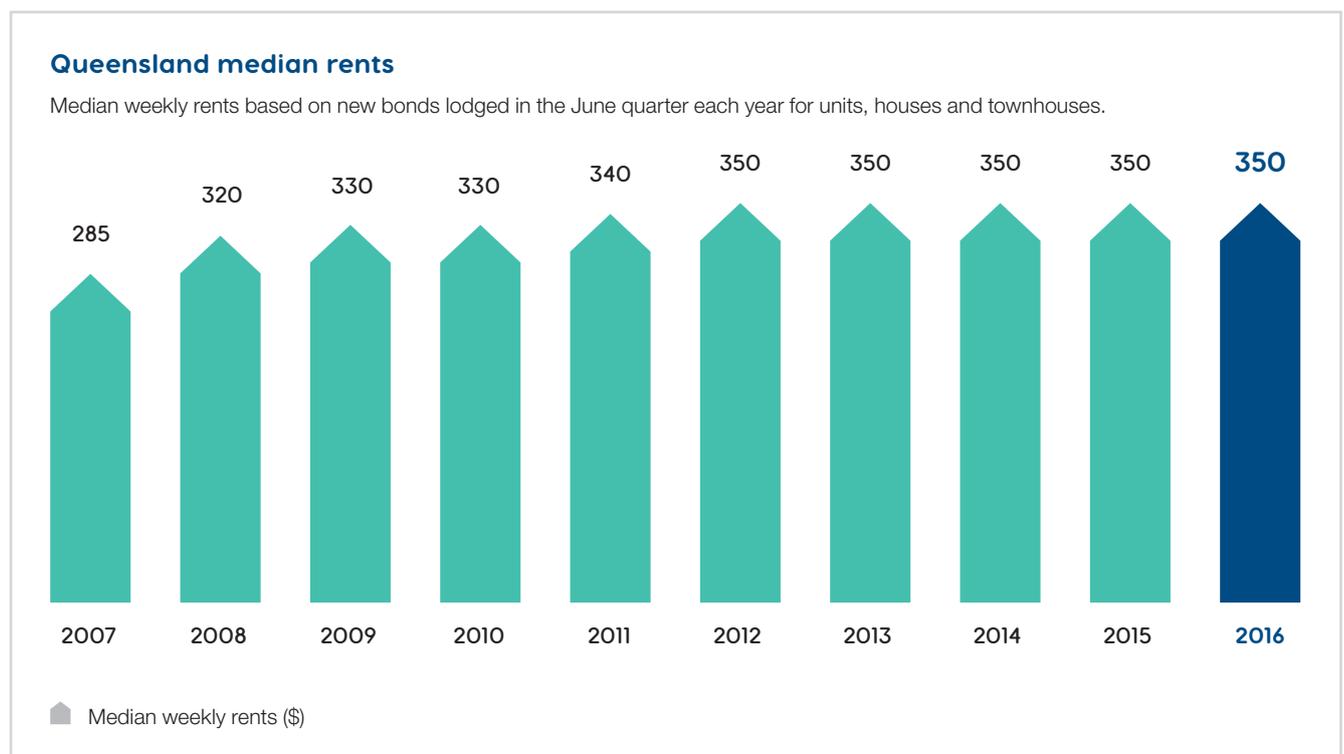
We support the Queensland residential rental sector through accessible, flexible and targeted services within a legislative framework.

Our new vision

Renting that works for everyone

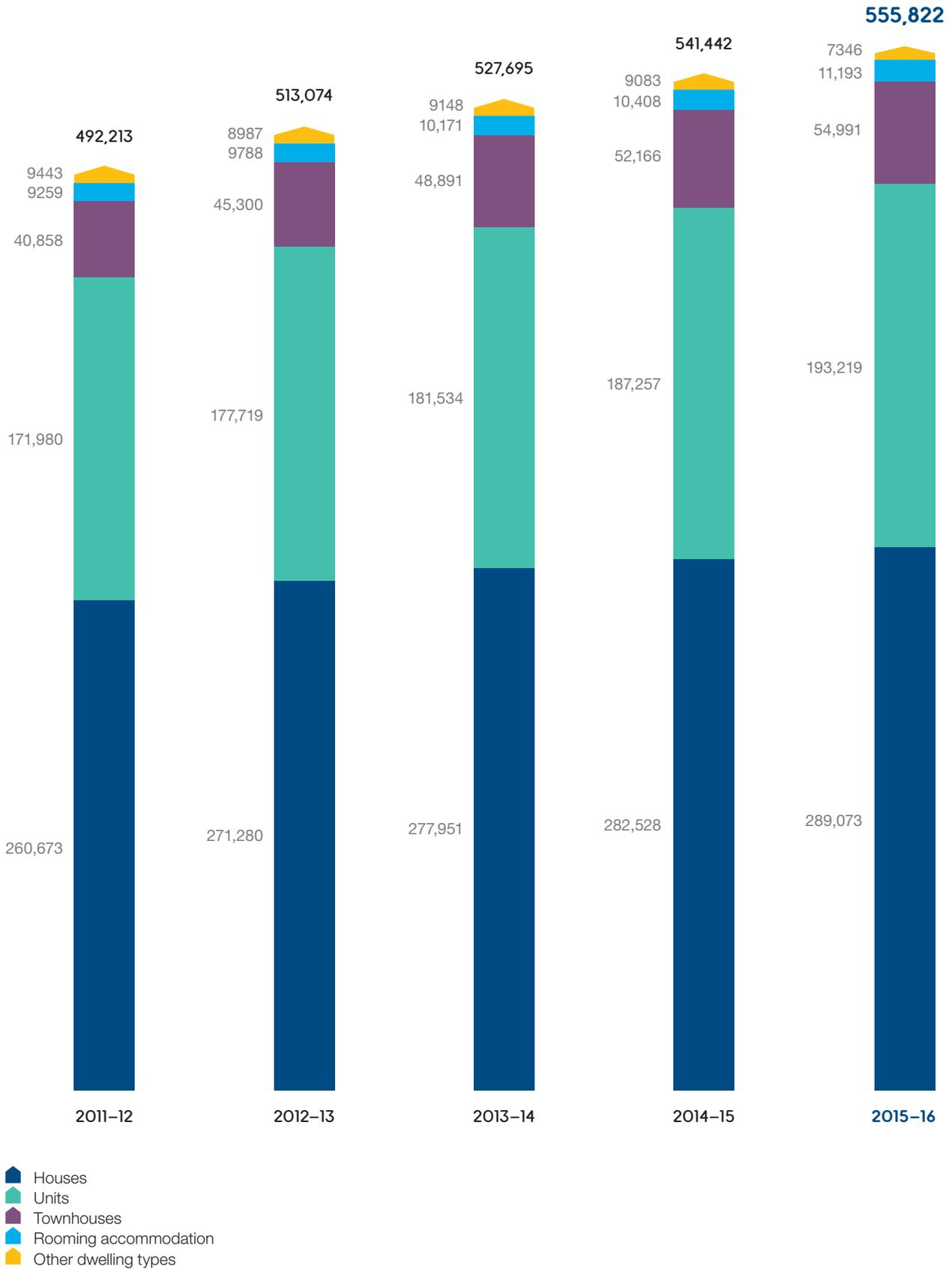
Queensland's residential rental sector

The RTA monitors and reports on the sector based on data gathered as custodian of rental bonds.



Total bonds held and bonds held by dwelling type

as at 30 June 2016



Median length of tenancies (months)

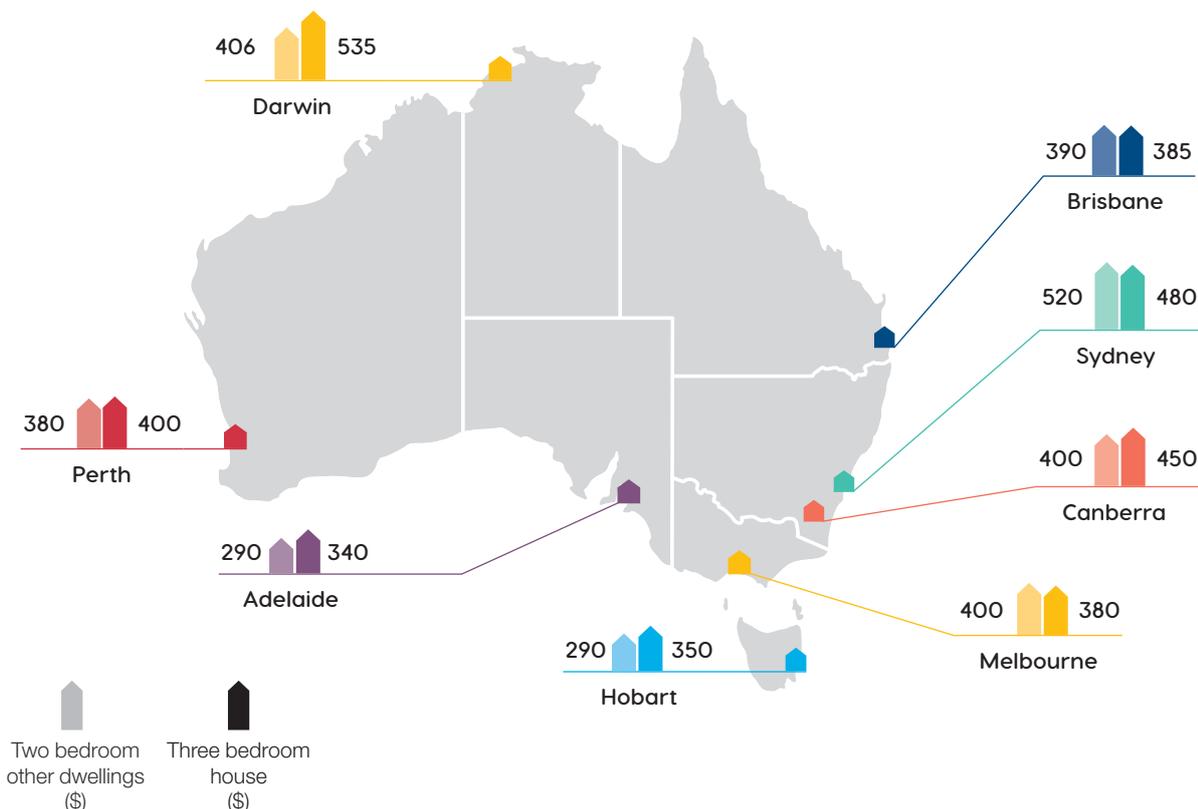
2011–12 to 2015–16



Where people are renting

March quarter 2016

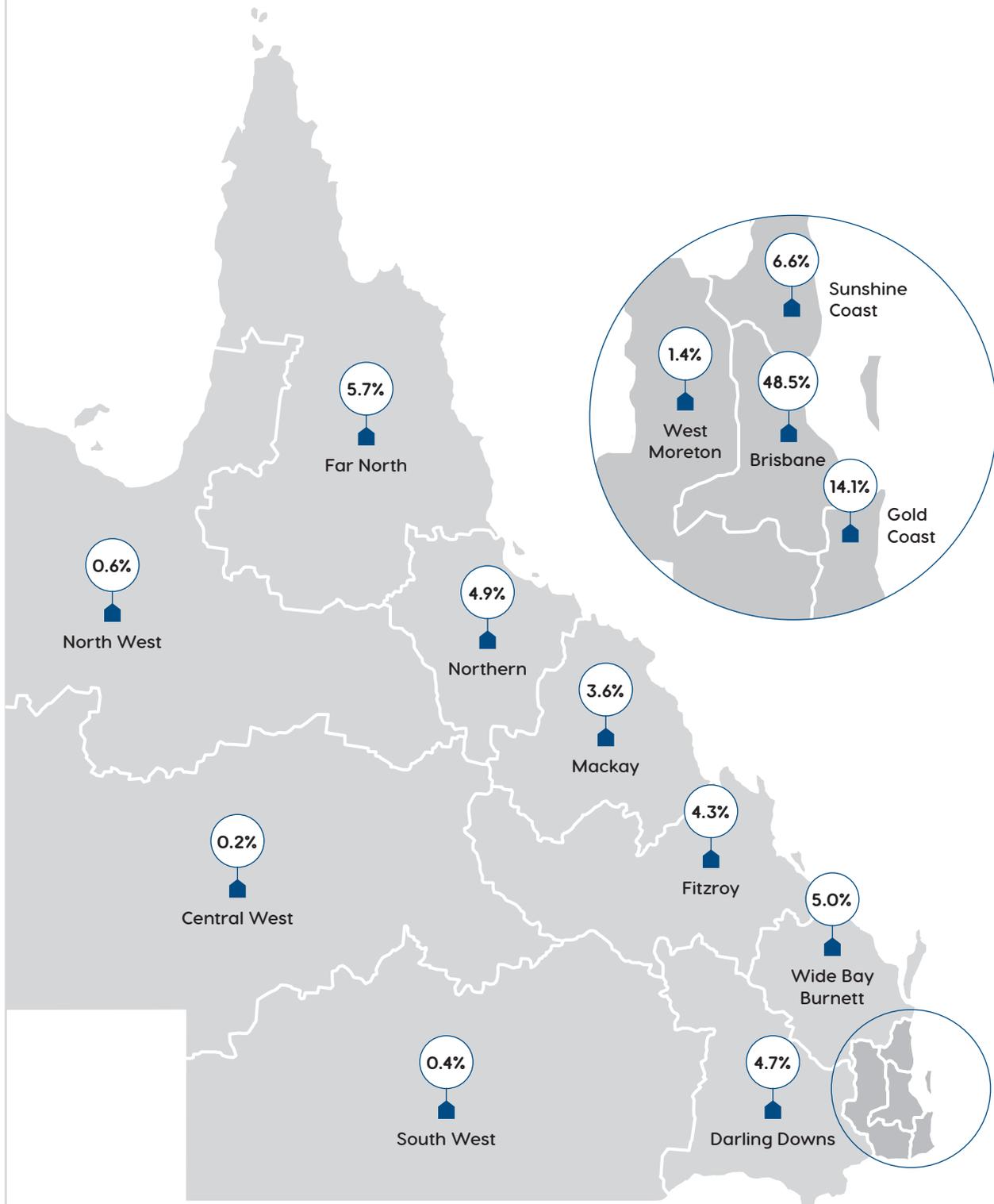
According to Real Estate Institute of Australia (REIA) data for the March quarter 2016, at \$385, Brisbane is ranked fifth in terms of median weekly rent for three bedroom houses after Darwin, Sydney, Canberra and Perth. For two bedroom units and townhouses Brisbane (\$390) ranks fifth after Sydney, Darwin, Canberra and Melbourne.



Bonds held by the RTA – percentage by area

at 30 June 2016

Data is based on bonds held by the RTA as at 30 June 2016.



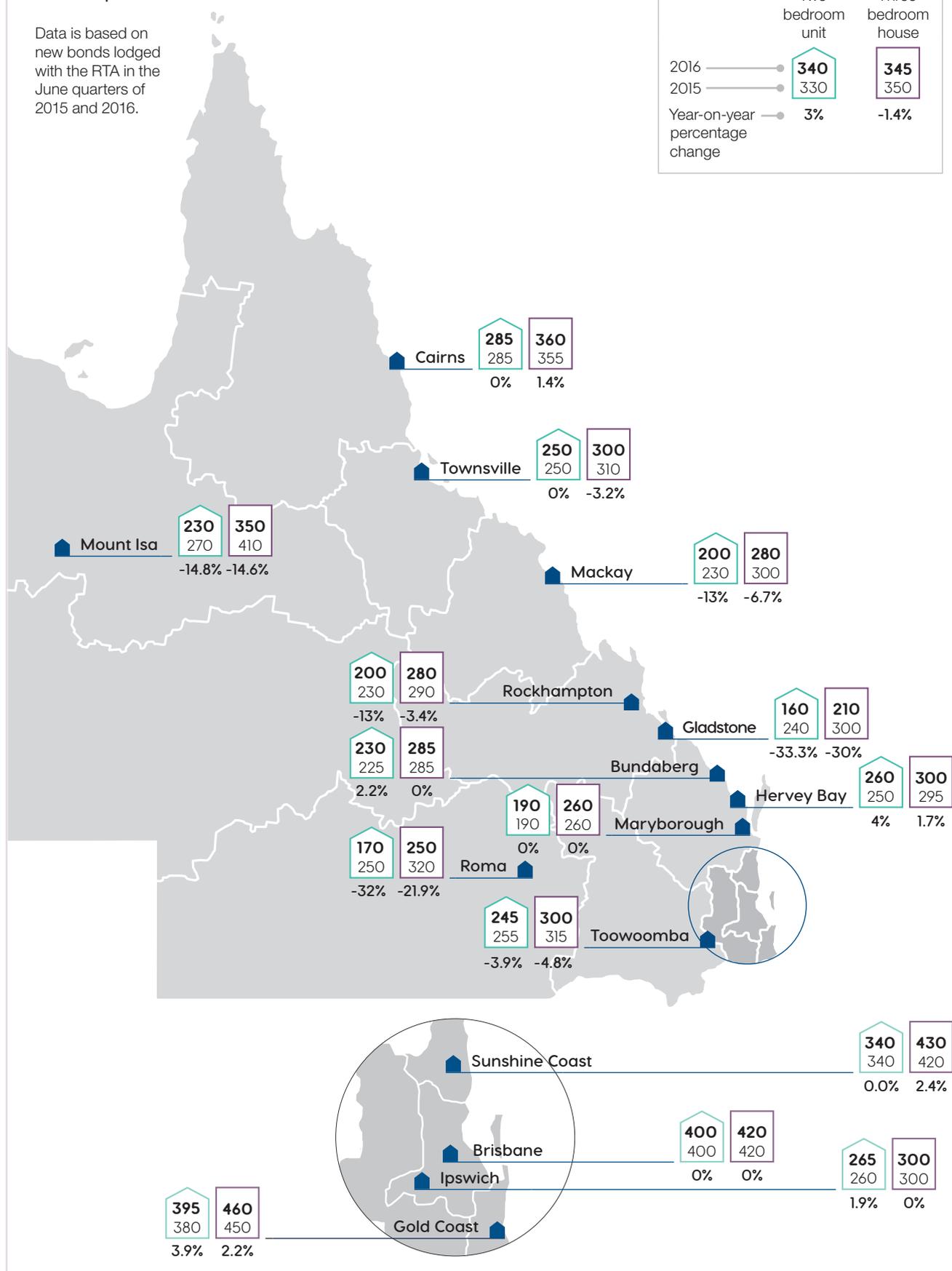
Median rents for Queensland and major centres

at June quarter 2016

Data is based on new bonds lodged with the RTA in the June quarters of 2015 and 2016.

All of Queensland

	Two bedroom unit	Three bedroom house
2016	340	345
2015	330	350
Year-on-year percentage change	3%	-1.4%



Chair's message



In 2015–16, the RTA laid the groundwork for significant organisational change during a time of global uncertainty.

A refocusing of the review of our Act and investment policy along with the continued transformation of business systems will improve the way we support the Queensland residential rental sector well into the future.

During this period of change, we welcomed the Hon Mick de Brenni MP as the new Minister for Housing and Public Works in December 2015, who took over the portfolio from the Hon Leeanne Enoch MP. In January 2016, the new Minister met with the RTA Board for an overview of the organisation and our services. The Minister was particularly keen to talk to Contact Centre staff to learn more about the key renting concerns of our clients.

Our ongoing review of the Act is linked to the government's Queensland Housing Strategy which will address the housing challenges facing the state. The RTA participated in consultation events with communities and stakeholders across Queensland, with feedback gathered through written submissions and the *Renting that works for everyone* online survey. We are analysing all of this information, along with previous consultation data, to help us balance stakeholder interests, cut red tape where possible and ensure fairness in the sector.

In March 2016, the Queensland Parliament changed laws relating to tenancy database listings. These changes now require the removal of listings of more than three years old and introduced greater protection for victims of domestic violence. These changes came into effect on 1 July 2016.

Our new Strategic Plan 2016–20 incorporates a new vision: *Renting that works for everyone*. The plan will inform our approach to customer service and better reflects our new direction of digital engagement.

As the residential tenancy sector authority, we are continually looking for new ways to serve and support our clients and stakeholders.

The introduction of an online portal in the future will give clients a fast, secure way to lodge bonds, receive refunds and resolve disputes.

To facilitate this change, our business systems have undergone a complete transformation requiring a significant shift in culture, mindset and capability.

The portal, previously referred to as myRTA, will meet our clients' evolving needs and takes an innovative, user-friendly approach in a fast-paced online environment.

We have been working very closely with CEO Darren Barlow and the RTA's Executive Leadership Team to ensure the organisation is ready to deliver the most significant improvement to client service in its history. I would like to thank them for their tireless diligence and hard work over the last 12 months. I would also like to thank all RTA staff who have responded to significant operational changes in among their daily duties. Finally, I would like to thank my fellow board members for their support and dedication.

A handwritten signature in black ink that reads "Catherine Sinclair". The signature is written in a cursive, flowing style.

Catherine Sinclair
RTA Board Chair

CEO's message



Fresh thinking and clear direction
are vital for business transformation.

Our new vision, *Renting that works for everyone*, aims to ensure fairness in the residential tenancy sector. When embarking on change, we must always remember we are dealing with people's homes and livelihoods.

How we connect with and support the housing sector as a whole is imperative to how we chart our future course. During this time of important organisational change we have been involved in the government's Queensland Housing Strategy, which will respond to the state's housing challenges and includes the review of our Act.

The RTA's engagement with the Department of Housing and Public Works through public consultation sessions and the *Renting that works for everyone* online survey has given us additional insight into the views of the community about their renting needs and priorities. We will clarify and distil this information to ensure fairness for all.

To support future change, we continued to cast a critical eye over our services and internal processes. While the RTA is a relatively young 26 years old our business systems were outdated and our clients expected more.

Part of this change is the creation of a new client portal that responds to our clients' desire for more online engagement with the RTA. The portal, due to be launched in the future, will help sweep away much of the manual, paper-based processing and allow all our clients to lodge bonds and request refunds and dispute resolution assistance online.

But organisational change has extended beyond the mere technological; workflow and staffing arrangements have also changed. This has required a shift in mindset for staff and a willingness to change and grow within an evolving organisation.

During this transformation process we were mindful of putting our clients, and the needs of the residential tenancy sector, front and centre. Our new strategic vision pinpoints our challenges and priorities, with an emphasis on enhanced client service, lean systems, adaptive people and business sustainability.

To make this vision a reality, we need to remain a robust, self-funded organisation in a very challenging business environment. Our operating costs are covered by the money earned from the investment of rental bonds however, continued low investment returns resulted in a shortfall in 2015–16. This prompted a significant reassessment of our financial position and the development of the strategies needed to meet our investment needs in a challenging, low-interest-rate environment.

Such organisational transformation could not occur without significant support from my deeply capable leadership team and staff. I would like to thank them all for their energy and perseverance. I would also like to acknowledge the board for their strategic thinking, direction and support.

Darren Barlow
RTA Chief Executive Officer

RTA Board

The RTA Board establishes the RTA's strategic direction and corporate governance standards (see page 17).



Catherine Sinclair
BSc, MA, FAICD, FAIM (Chair), D Univ

Chair

Ms Sinclair was appointed Chair of the RTA Board on 11 April 2013. She has extensive experience as a member of tribunals and boards. She is currently a Director of the National Board of the Committee for Economic Development of Australia, a Director of The Consultancy Bureau Pty Ltd and a Councillor of the Royal National Agricultural and Industrial Association of Queensland. Her previous experience includes appointments as Director of Brisbane Airport Corporation, LinkWater Projects, the Army and Air Force Canteen Service (AAFCANS), Deputy Chair of the Port of Brisbane and Chair of the Advisory Board for City Business, Brisbane City Council. Ms Sinclair was awarded an Honorary Degree of Doctor of the University by Griffith University in 2014 and a Centenary Medal in 2001.



Deborah Duffy
JP (CDec), MAICD

Director

Ms Duffy was appointed as a Director on 7 April 2010. Ms Duffy is a Director of the Real Estate Institute of Queensland (REIQ). She has more than 30 years' experience in the real estate sector, winning numerous accolades including Property Manager of the Year. Ms Duffy brings a wealth of knowledge of Queensland's rental sector to the board – in particular, housing issues in North Queensland.



Penny Gillespie
BA (Hons)

Director

Ms Gillespie was appointed as a Director on 1 November 2013. Ms Gillespie has recently opened her own management consulting business and has considerable experience at executive level in the public and not-for-profit sectors. She was previously the Director of Queensland Shelter and prior to that Queensland State Director of Mission Australia. Ms Gillespie has also held senior executive positions within the Queensland Department of Housing.



Darryl Mutzelburg

BBus, MCom, FCPA

Director

Mr Mutzelburg was appointed as a Director on 11 April 2013. He is currently Chief Financial Officer of the Port of Brisbane Pty Ltd and has held various senior financial roles within the commercial sector. Mr Mutzelburg has extensive experience in financial and management accounting, financial operations, treasury, risk management, insurance and business analysis as well as industrial property leasing and management.

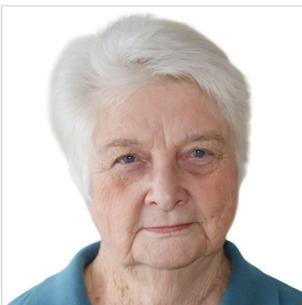


Jane Seawright

BA, LLB (Hons), MBus (Marketing), FAICD

Director

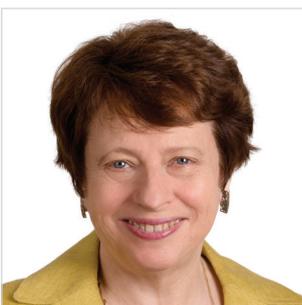
Ms Seawright was appointed as a Director on 1 November 2012. She is an experienced corporate, commercial and finance lawyer, knowledge and information professional and business development leader. She has substantial board and senior executive experience in a range of environments. Ms Seawright has extensive legal practice experience advising listed and unlisted public and proprietary companies in corporate governance, capital raising, financing, commercial agreements and arrangements, intellectual property and mergers and acquisitions.



Roslyn Wallace

Director

Ms Wallace was appointed as a Director on 7 April 2004. She gained tenancy expertise as a member and Secretary of the Property Owners' Association of Queensland (POAQ) and as a previous member of the RTA's Industry Development Forum (IDF). Ms Wallace is also a member of the Unit Owners Association of Queensland. Ms Wallace brings first-hand knowledge of the sector through her experience in managing rental properties and providing support to POAQ members with rental concerns.



Jan Williams

BSW (Hons), MAICD

Director

Ms Williams was appointed as a Director on 1 November 2013. Ms Williams is an experienced board member whose expertise spans the public, private and not-for-profit sectors. She has a wealth of experience in the building and development industries, affordable housing design and delivery, and tenancy management. Currently a Director for Defence Housing Australia, Ms Williams was previously a Director of Brisbane Housing Company and Catalyst Affordable Housing. She was also a consultant on social issues for major Queensland projects including the Brisbane CBD Master Plan, Pacific Harbour and Coomera Waters, and previously the CEO of the Urban Development Institute of Australia (UDIA).

Five-year performance summary

OUR CLIENTS

	2011–12	2012–13	2013–14	2014–15	2015–16
 Contact Centre enquiries	351,490	399,005	429,316	425,397	422,137
 Bond lodgements¹	260,699	259,810	262,895	264,030	266,868
 Number of bonds held² (30 June)	492,213	513,074	527,695	541,442	555,820
 Value of bonds held³ (\$'m 30 June)	651.59	697.11	721.47	744.37	774.08
 Investigations commenced	646	617	709	511	701
 Requests for dispute resolution	22,077	25,444	27,036	26,197	26,428
 Website visits⁴	1,059,857	1,389,912	1,639,653	1,995,776	2,305,020
 Grant funding (\$'m)	6.35	14.04	21	2.59	5

1 Includes new bond lodgements for general tenancies and rooming accommodation

2 Includes bonds held for general tenancies and rooming accommodation

3 Excludes unclaimed bond monies and Australia Post settlements (to 31 October 2012)

4 The measurement methodology was changed in 2012–13

OUR SECTOR

	2011–12	2012–13	2013–14	2014–15	2015–16
 Briefing notes and Ministerial correspondence	143	234	134	136	146
 Responses to rental sector data enquiries	387	291	214	246	219

OUR ORGANISATION

	2011–12	2012–13	2013–14	2014–15	2015–16
 Employees (full-time equivalent)	177.0	183.4	200.9	216.2 ¹	185.8
 Staff training (total hours)	3437	4205	2807	4957	5270
 Quality assurance certification	Achieved	Achieved	Achieved	Achieved	Achieved
 Operating surplus/deficit (\$'m)	5.84	4.66	-1.97	-10.01	-9.35
 Accumulated surplus (\$'m)	59.91	64.57	62.6	52.58	43.23

¹ Includes agency staff filling established positions

Performance overview

2015–16

OUR CLIENTS

OBJECTIVES	AIMS 2015–16	ACHIEVEMENTS 2015–16
Deliver effective, efficient client services	75 second average answer speed	Not achieved 100 second average answer speed
	Call abandonment rate of 5% or less	Not achieved 6.5% call abandonment rate
	Proportion of bonds lodged online (10% or more) and proportion of bond refund forms processed through online channels (40% or more)	Exceeded 12.2% online lodgements 47.7% refund forms processed through online channels
	90% of bond refunds processed in 2 working days	Exceeded 91.4% of bond refunds processed in 2 working days
	80% of disputes resolved where parties participated in conciliation within 28 days	Exceeded 82.0% disputes resolved through conciliation
	80% of disputes finalised within 28 days	Exceeded 87.5% disputes finalised within 28 days
	Assist 5,750 clients with self-resolution strategies with an 80% success rate	Exceeded 4,353 clients assisted with self-resolution strategies with an 87.9% success rate
	90% of investigations finalised within 6 months	Exceeded 96.7% of investigations finalised within 6 months
Understand and meet clients' evolving needs	Implement amendments to operational plans	Operational plans amended
	Use client survey, quality monitoring and benchmarking results to develop strategies to improve client service	Exceeded 85% clients surveyed after conciliation were very satisfied with the service and opportunities for development were identified. Quality benchmarks exceeded
	Continue to improve access to tenancy information	Access to tenancy information improved
	Provide \$5m in funding to the Department of Housing and Public Works to support social housing initiatives	\$5m funding provided to the Department of Housing and Public Works to support social housing initiatives

OUR SECTOR

OBJECTIVES	AIMS 2015–16	ACHIEVEMENTS 2015–16
Inform and educate the sector about their rights and responsibilities	Strengthen stakeholder engagement and deliver a mix of educational programs (digital resources, publications and events)	Increased YouTube (8000 visits) and website (2.3m) traffic. Increased number of webinars (4) and hosted 63 tenancy seminars
	Create collaborative initiatives with stakeholder groups	Statewide co-presentations with Queensland Shelter (QShelter) to community housing providers. Webinar co-presentations with REIQ, Body Corporate Community Management Commission and State Emergency Service (SES)
Lead, support and consult with the sector, and undertake research and policy development	Lead the introduction of tenancy database amendments into Parliament	Assisted the parliamentary committee enquiry into the proposed changes. Amendments came into effect 1 July 2016
	Consult with the sector about amendments to the Act	Participated in renting workshops and surveys as part of the Queensland Housing Strategy community consultation sessions
	Report to sector about tenancy issues and legislative options	Sector advised of tenancy database amendments through extensive communication and education activities

OUR ORGANISATION

OBJECTIVES	AIMS 2015–16	ACHIEVEMENTS 2015–16
Build the RTA's capability to deliver services now and into the future	Continue business system transformation including: <ul style="list-style-type: none"> an efficiency review of key processes and implementation of revised processes develop decommissioning and archiving strategies for legacy systems develop benefits realisation plan for business transformation improve portfolio program and project management maturity 	Business process reviewed and implementation completed for targeted process: <ul style="list-style-type: none"> reviewed key processes and implemented revised processes records disposal schedule developed and implemented benefits realisation plan developed portfolio program and project management maturity level achieved
	Finalise OCM strategy	OCM strategy finalised and implemented
	Develop and implement divisional change plans	Divisional change plans implemented
Remain accountable and maintain financial sustainability	Provide a safe and healthy workplace	Low incident rate, 19 workplace incidents occurred without lost time due to injury
	4% return on investment	3.45% return on investment

Future performance overview

This performance overview is based on our new Strategic Plan 2016–20. Our new vision, *Renting that works for everyone*, is embedded in the strategic objectives of every organisational division.

ENHANCED CLIENT SERVICE

Objectives	Performance indicators
Deliver secure online services that make renting easier for everyone	Clients increasingly satisfied with our services
Sustain strong relationships with our stakeholders	Improved stakeholder understanding and engagement
Maintain our focus on education	

LEAN SYSTEMS

Objectives	Performance indicators
Deliver simple, cost-effective systems enabling great client services	Integrated, modern business systems support value-for-money, personalised client services
Streamline business processes	Continual business process improvements and risk mitigation strategies implemented

ADAPTIVE PEOPLE

Objectives	Performance indicators
Support engaged people committed to the RTA's success	High levels of staff engagement within a high-performing culture that supports the capability to meet client service delivery needs
Foster development and innovation with a mobile, flexible and agile workforce	Refocused learning and development strategies

BUSINESS SUSTAINABILITY

Objectives	Performance indicators
Deliver value-for-money services	Financial sustainability status addressed
Grow value through innovation and cost-base efficiency	Innovative business development opportunities developed and investment strategies reinvigorated
Address financial sustainability	Productive government relationships

Corporate governance

Business transformation brings new risk. In 2015–16 we placed heavy emphasis on the rigorous testing of our internal controls and auditing in the lead-up to the launch of the new business system and expansion of our online services through the client portal.

The security of client bonds and personal information is paramount and we worked very closely with internal auditors Crowe Horwath and external assurers KPMG to ensure all stakeholders have confidence in the security of the portal and new business systems when it is launched.

The RTA's decision-making processes continued to be informed by compliance and transparency and our corporate governance framework is based on the Queensland Auditor-General's model and includes far-reaching accountability processes.

Our commitment to the Queensland Government's focus on integrity and accountability underpins our existing corporate governance processes.

Accountability and risk management

Role of the Chief Executive Officer

The CEO provides strategic policy advice to the Chair, RTA Board and Minister on the operation and monitoring of Queensland residential tenancy legislation.

The CEO is responsible for all aspects of management, staffing and administration, and providing monthly performance, operational and compliance reports to the board. The board also receives reports and updates on strategic policy issues. The CEO attends all board meetings and senior executives attend as required.

The CEO also leads our executive team (page 36), which includes the divisional executive managers.

The team meets regularly to ensure strategic priorities and operations are on track.

Role of the RTA Board

Our board of directors reflects the diversity of the sector. They bring a wealth of knowledge and expertise in sector representation, property management law, commercial activities, corporate governance and community service.

The Governor in Council appoints the Chair and six directors to the board and remuneration for board directors is determined through Cabinet-approved procedures, administered by the Department of the Premier and Cabinet.

The induction program for new directors focuses on governance and operations, and includes time with key senior executives.

The board's responsibilities are outlined in the Act and the Board Charter clarifies these roles.

Responsibilities include:

- reviewing and approving strategy
- setting values and standards
- endorsing our annual budget
- monitoring business performance
- monitoring investment activities and financial position
- ensuring significant business risks are identified and managed effectively
- ensuring performance of the board and management is regularly assessed.

Board meetings

1 July 2015 to 30 June 2016	Full board		Audit and Risk Committee (ARC)	
	Attended	Scheduled	Attended	Scheduled
Directors				
Catherine Sinclair (Chair)	12	12	4	4
Deborah Duffy	11	12	n/a	n/a
Penny Gillespie	10	12	n/a	n/a
Darryl Mutzelburg	12	12	4	4
Jane Seawright	12	12	4	4
Roslyn Wallace	12	12	4	4
Jan Williams	12	12	4	4
Susan Rix AM (Independent)	n/a	n/a	4	4

Audit and Risk Committee

The Audit and Risk Committee (ARC) ensures the organisation operates within an appropriate framework of internal control and risk management. The ARC Charter, reviewed annually, clearly defines the roles and responsibilities of its members.

The ARC meets on a quarterly basis and includes Susan Rix AM (ARC Chair/Independent member), Darryl Mutzelburg (Director), Jane Seawright (Director), Roslyn Wallace (Director), Jan Williams (Director) and Catherine Sinclair (ex-officio member/Chair). The CEO also attends.

The ARC oversees our accounting policies and practices; the integrity of financial statements and reports; the scope, quality and independence of external audit arrangements; the monitoring of the internal audit function; and the effectiveness of risk measures. The committee is also responsible for monitoring overall legal and regulatory financial compliance.

Crowe Horwath continued to provide internal audit services for the RTA. The Internal Audit Strategic Plan 2015–18, developed by ARC and Crowe Horwath, maintains accountability, ensures compliance and identifies business processes to be audited each financial year.

Pitcher Partners (appointed by the Auditor-General) continued as the external auditor for the RTA and the Residential Tenancies Employing Office (RTEO) in accordance with section 30 of the *Auditor-General Act 2009*. Internal and external auditors attend each ARC meeting.

ARC achievements in 2015–16:

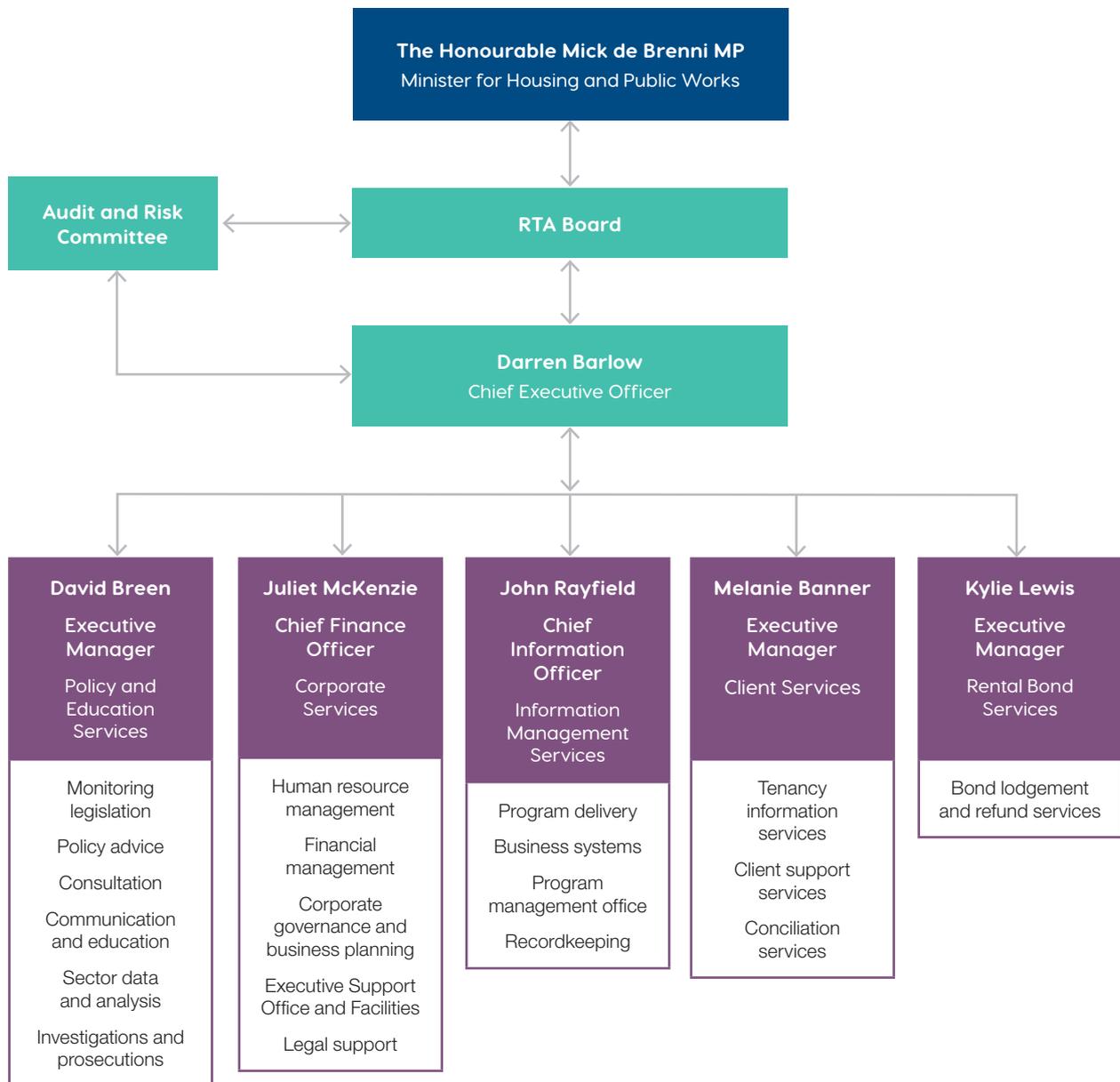
- Reviewed and endorsed the:
 - annual financial statements
 - annual workers compensation declaration
 - annual operating budget
 - new strategic risk register and risk matrix
 - new Legislative Compliance Register
 - recommendations to improve business efficiency
- Reviewed:
 - audits and risks associated with the new business system and client portal
 - the risk management framework
 - the ARC charter
- Reviewed and assessed performance of the internal auditors against the Annual Audit Plan 2015–16
- Oversight of the approved Internal Audit Strategic Plan 2015–18 and tracked activities in the Annual Audit Plan 2015–16

The ARC adhered to the terms of its charter and the Queensland Treasury's Audit Committee Guidelines.

We maintain a comprehensive risk framework and risk register to closely monitor identified risks. All staff are responsible for identifying potential risks to our organisation using a process based on the AS/NZ Standard 4360:2004 Risk Management Standard.

Organisational structure

Our structure is aligned to the strategic plan, aimed at maximising the operational capability and capacity of management and staff.



Accountability processes

Internal accountability processes include planning mechanisms for the management of risk and the associated internal audit function, the flow of information to and from the executive team, and engagement with stakeholders. External accountability involves financial and non-financial reporting to the Queensland Parliament.

The Legislative Compliance Register is a risk management tool that monitors compliance. It helps identify and develop strategies to mitigate risks associated with non-compliance.

The register is updated quarterly to include relevant government standards and document compliance actions. We also have business processes and internal controls to reduce the risk of fraud.

Public interest disclosure

All our employees have an ethical responsibility to report actual, or suspected, instances of official misconduct (*Public Interest Disclosure Act 2010*). There were no disclosures this financial year.

Internal audit

The internal audit assists with our strategic goals by providing an independent review of identified areas. The reviews assist with:

- reliability and integrity of financial and other operating information
- adequacy and effectiveness of systems and controls
- compliance with policies, laws and regulations
- prevention of fraud and corruption
- safeguarding of assets
- risk management planning, and
- economic and efficient use of resources.

Our internal audit function is maintained under the Financial and Performance Management Standard 2009. Under the standard we:

- maintain an internal audit charter to govern the operation of the internal audit function
- prepare strategic and annual internal audit plans, and
- report to the ARC about each audit report and performance against the audit plan.

The internal audit methodology complies with the requirements of the Institute of Internal Auditors of Australia, the standards of the Auditing and Assurance Standards Board and the Institute of Chartered Accountants of Australia. Where other standards impact the work of auditors, compliance is a priority. An example of these types of standards is the Risk Management Standard AS/NZS 4360:2004.

The Internal Audit Strategic Plan 2015–18 sets out internal audits that were conducted during the 2015–16 financial year.

Committees and groups

The Consultative Committee (CC) provides a forum to discuss employee relations and ensures issues are managed appropriately. The committee meets quarterly and whenever issues arise. The Staff Liaison Group (SLG), chaired by the CEO, provides a monthly forum where staff and the executive can communicate formally on a range of issues affecting organisational culture and workplace reform. The group also provides assistance, direction and support in the planning and implementation of Equality of Employment Obligations (EEO) and initiatives in accordance with the *Public Service Act 2008*.

The Portfolio Management Steering Committee (PMSC) is chaired by the CEO and includes senior management and external representative KPMG. It ensures corporate projects operate efficiently and effectively and are sufficiently resourced to support our business and corporate needs.

Ethical standards

The RTA Code of Conduct provides a framework for ethical conduct based on the principles and values of the *Public Sector Ethics Act 1994*. Staff must carry out their duties with integrity and impartiality, be accountable and transparent, and promote the public good. Staff have completed mandatory Code of Conduct training using the online management system, myPlace. The code is also reflected in all our Human Resources policies and procedures and HR initiatives.

Client feedback

The RTA values the opinions of our clients and actively encourages feedback about our services. Feedback options are embedded in all channels of communication.

Organisation-wide feedback is overwhelmingly positive and reflects the success of the RTA's client-focused culture.

We responded to the 55 formal client complaints lodged in 2015–16 (53 in 2014–15). With more than 1.2 million client interactions this financial year, this equals about one complaint for every 21,818 interactions.

Audit reviews conducted

- Review of the maintenance, and updating, of client records
- Review of contract management
- Review of investment and finance modules of new business system
- Review of prior period follow-up

Performance review framework

The RTA Board and CEO are responsible for monitoring and reviewing the performance of the organisation. The performance review framework ensures this role is undertaken with comprehensive knowledge of our functions.

The table outlines our 2015–16 performance against key elements of this framework (see table below).

Performance review framework

Function	Purpose	2015–16 achievements
Monthly financial reporting	Reports level of revenue and expenditure against the approved budget at each board meeting.	Comprehensive monthly financial reports provided at each board meeting.
Performance measures	Reports achievement against annual performance targets and quantity, quality, timeliness and location at each board meeting.	Full performance reports provided at each board meeting – majority of performance targets achieved.
Internal audit program	Reports progress and recommendations from internal audit to the board and the ARC.	Full status of all audits provided to the ARC – no current critical level risks.
Quality assurance certification	Maintains certification against the relevant ISO standard.	ISO 9001:2008 certification renewed.
Service delivery statements	Contributes to the Minister's report on performance and budget results to the Queensland Parliament.	Maintained a sound financial position. Developed new investment strategy.
Annual report	High reporting standards ensure accountability to the RTA's clients, sector and staff.	Full compliance with Queensland Government annual reporting requirements.

Business and financial planning

The board sets the organisation's strategic direction which is documented and formalised through the RTA Strategic Plan (available on our website).

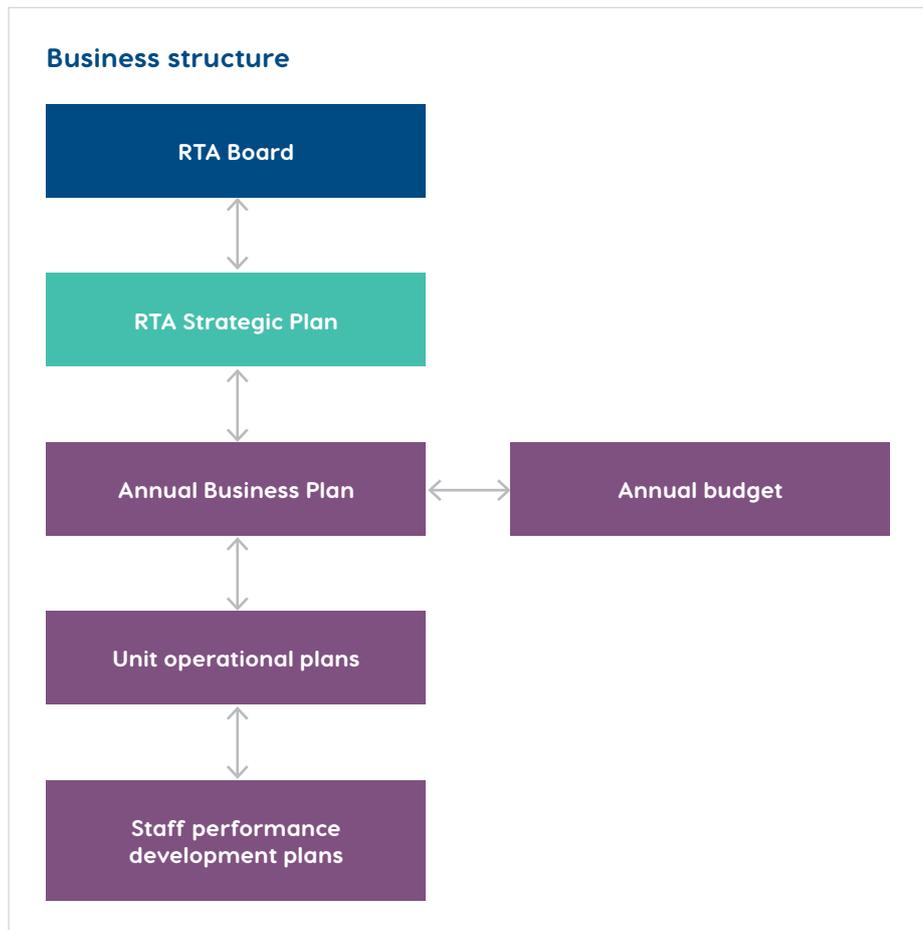
The 2015–19 Strategic Plan identifies priorities relating to our clients, sector and organisation, and progress is documented in our annual report.

The plan is underpinned by an annual business plan and divisional operational plans specifying activities and performance levels to be achieved.

Staff complete annual performance development plans with their line managers to identify their contribution to planning and performance, and to determine their professional development requirements.

Our business planning is used to develop our budget which is endorsed by the board and approved by the Minister.

We report to public stakeholders through the annual report, service delivery statements and Parliamentary Estimates processes.



Recordkeeping and access to information

Recordkeeping

RTA's records management is governed by the *Public Records Act 2002*.

The RTA has policies and procedures in place, including a Records Management Policy, to inform staff of all aspects of recordkeeping practices and responsibilities. Our Business Classification Policy, Disposal of Records Policy and Vital Records Policy also support compliance with Information Standard: 40 Recordkeeping (IS40) and Information Standard: 31 Retention and disposal of public records (IS31).

Each business unit is responsible for its own recordkeeping while the Recordkeeping Unit maintains centralised control and oversees the records management framework.

Right to information

The *Right to Information Act 2009* (RTI Act) allows members of the public access to certain information controlled by government. The RTA supports RTI principles by operating in an open, transparent and accountable manner while protecting the privacy of clients and staff. In 2015–16, the RTA did not receive any applications for access to documents relating to bonds and disputes under the RTI Act.

The RTA's Administrative Access Policy allows members of the public access to certain types of information held by the RTA without having to apply through the formal RTI Act or the *Information Privacy Act 2009* (IP Act) application processes. Where possible, the RTA will release information under this policy. In 2015–16, the RTA responded to 957 requests made under the Administrative Access Policy.

Information privacy

The IP Act gives all members of the public the legal right to access and amend their personal information. It requires the RTA to safeguard personal information it holds and disclosures can occur only when the individual it relates to provides consent or where it is required and authorised under law.

In 2015–16, the RTA received one application from an individual for access to documents containing their personal information.

OUR CLIENTS

Key results 2015–16



2,305,020
WEBSITE VISITS



422,137
CLIENT ENQUIRIES



82.0%
DISPUTES RESOLVED



266,868
BONDS LODGED



PREPARED SECTOR FOR
NEW CLIENT PORTAL



SELF-RESOLUTION
SUPPORT FOR FIRST-TIME
PROPERTY MANAGERS

Future priorities

- Launch, refine new client portal
- Engage with clients about new service delivery changes
- Client surveys for insights and expectations
- New tiered support system for clients
- More flexible staff with enhanced expertise
- Paperless dispute resolution case management

Our clients are our focus

This year, we laid the groundwork for the launch of the online portal while continuing to meet the daily needs of our clients.

We listened to our clients’ views and concerns through surveys, online feedback, workshops and focus groups to ensure we continue to deliver targeted, relevant services well into the future.

We received more than 200 responses to the *Renting that works for everyone* survey as part of the government’s Queensland Housing Strategy (see page 32) canvassing topics such as minimum building standards, supporting longer-term leases and notice periods.

We also reviewed our business processes to ensure our workforce is more flexible and responsive to the needs of our clients.

During this time of change we continued to provide high-quality tenancy information and services through our Contact Centre, website and publications.

The RTA’s targeted community education program delivered a state wide program of seminars, presentations, forums and public events to diverse client groups.

The implementation of the new business system to parts of the organisation has also lead to more proactive compliance operations around the state.

Phone enquiries

In 2015–16, we responded to 405,916 phone enquiries (0.7% down on 408,630 calls in 2014–15) and 16,221 online enquiries (16,767 in 2014–15).

We continued to focus on service quality and resolving client issues at first point of contact. A review of calls and client feedback helped inform our quality management program and staff received regular training with a focus on continually improving quality of service.

Staff responded to an average of 1611 calls each working day in 2015–16 (1628 in 2014–15).

Average talk time was 355 seconds in 2015–16 (349 seconds in 2014–15). This highlights the ongoing complexity of enquiries and the time needed to provide appropriate, comprehensive information at first point of contact.

The Contact Centre continued to maintain high service standards, answering 69% of calls within two minutes (target 80%). The average wait time for callers was 100 seconds (target 75 seconds), compared with 94 seconds in 2014–15.

“Can’t thank you enough for all of your help.”

– Contact Centre caller

Calls answered by Contact Centre

2011–12 to 2015–16



Online enquiries answered by Contact Centre

2011–12 to 2015–16



Enhancing service through staff training

Staff learning and development opportunities were aligned to meet RTA operational needs and requirements with a significant focus on client service training in the lead up to the launch of the new portal.

2016–17 will see the implementation of the learning and development strategy which will focus on key initiatives aligned to the strategic plan.

Educational videos

With over 2.3m visits during the year, our resource-rich website remains an important starting point for many of our clients.

In 2015–16 we focused on developing educational videos for clients through stakeholder partnerships (e.g. a webinar with the Office of the Commissioner for Body Corporate and Community Management and a pre-tenancy video in association with the REIQ).

These informative videos are available through our website and YouTube channel.

Improvements were made to our online feedback and contact forms along with website optimisation for faster page loads.

Each month, the RTA received about 800 pieces of online feedback from clients about the website. The vast majority of comments were positive: “Very helpful and often used – thanks.”

Visits to our website increased to 2.305m in 2015–16 (1.9 million in 2014–15), with clients viewing over 7.4 million pages. The number of users accessing our website from a mobile device also jumped from the previous financial year (from 669,762 in 2014–15 to 880,000 in 2015–16).

Publications

More than 375,061 printed RTA publications were distributed to clients during 2015–16 (239,000 in 2014–15).

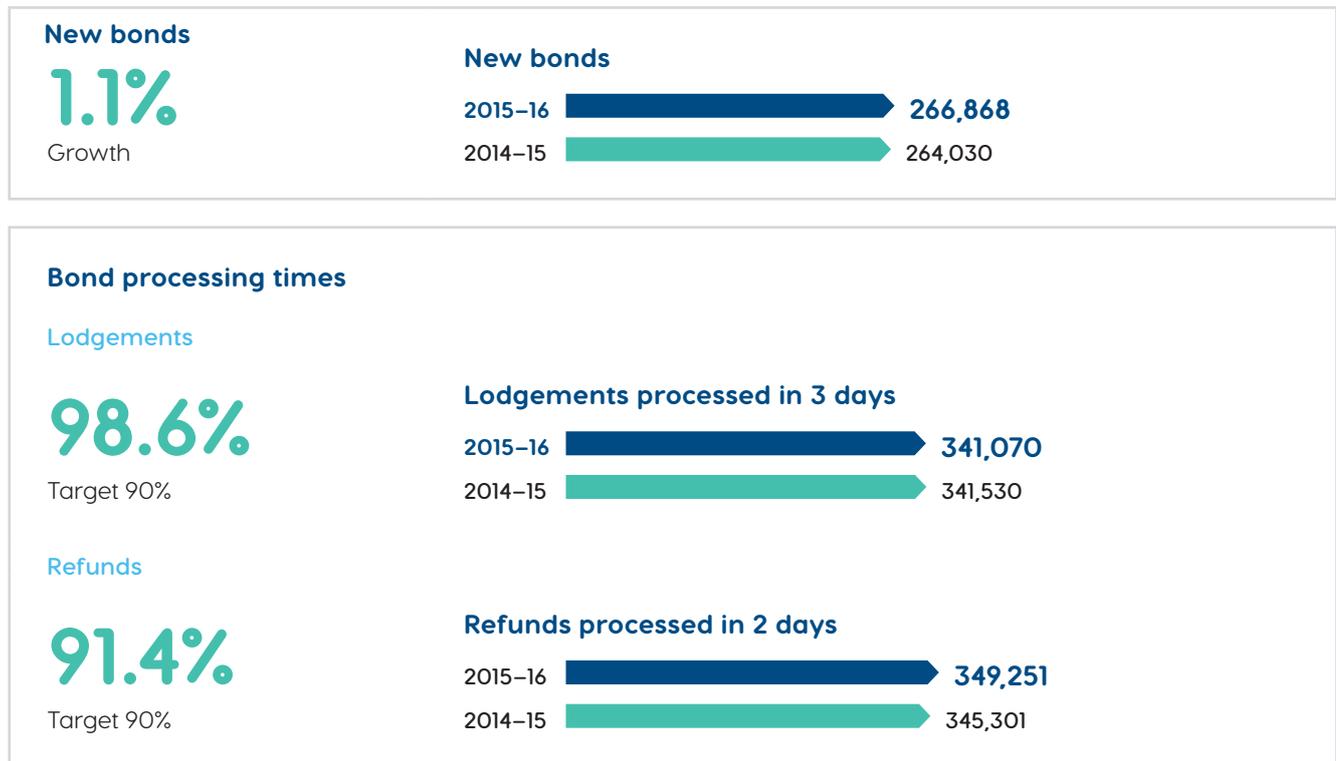
In response to continued demand for access to online tenancy information, clients can order or download publications from our website or phone to request copies. Selected publications are also available in up to 15 languages other than English.

“I greatly appreciate this information to help the average person rent a room in a manner that protects both landlord and room renter, and that you have provided this information for free. Thank you.”

– Online client

Rental bonds

Bond growth remained modest, with a reduction in bond top-ups (which occur when rent is increased). Lodgements and refunds were all processed ahead of targets.



eServices – building our online community

In the lead-up to the launch of the portal, our existing online services provided an important bridge between paper-based processing and online refunds and lodgements. The RTA’s eServices, for property managers who lodge multiple bonds, and the option for all clients to submit online lodgements and refund requests continued to increase in popularity.

In 2015–16, 61.1% of agents (10 bonds or more) and 87.4% of agents (100 bonds or more) were registered for eServices.

During the year, 62,731 refunds were processed (55,858 in 2014–15), representing 18% of all refunds (16.2% in 2014–15).

However, it is not just property managers who have benefited from our online services. Changes to the online refund process for all clients saw targets exceeded.

In 2015–16, 103,882 refund applications were lodged online (via our website) representing 29.7% of refunds. Together with eServices bond refunds, 47.7% of all bond refund forms (166,613) were processed online (38.6% in 2014–15) exceeding the target of 40%.

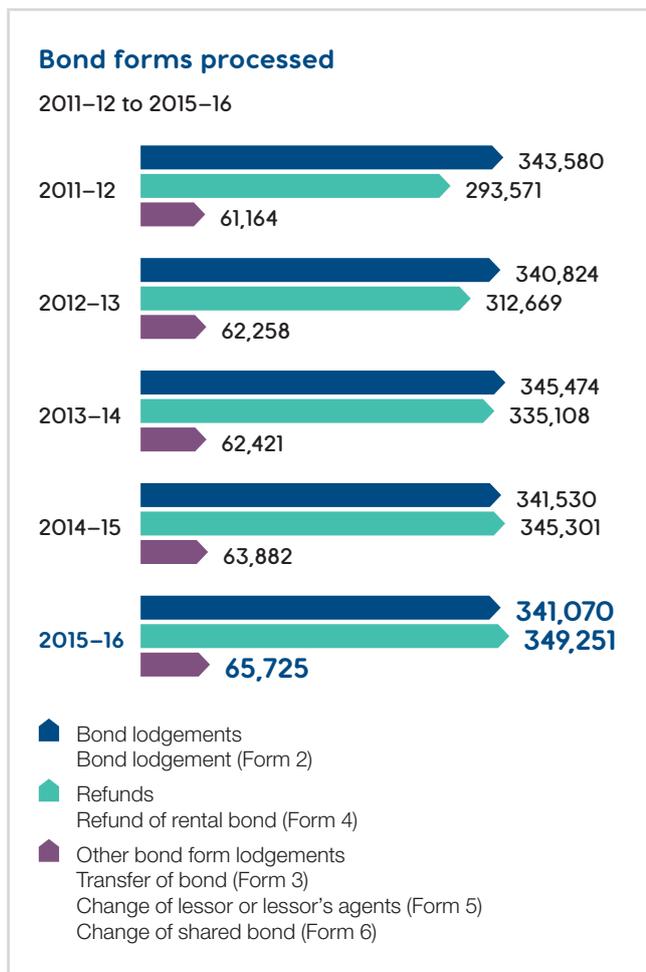
Of the 341,070 lodgement forms received by the RTA, 41,542 were submitted online and paid using BPAY. This represented 12.2% of the total, exceeding the target of 10% (29,964 BPAY bond lodgements were processed in 2014–15, 8.8% of all lodgements).

Managing bonds

There was a slight jump in demand for our bond management services in 2015–16, with an increase of 1% in bond forms processed compared to the previous year. On average, 3000 forms were processed each day (2991 daily in 2014–15), with 756,046 forms processed for the year.

During the traditionally busy months of February and March, an average of 3452 bond forms were processed each day, with a maximum daily average of 3635 forms processed in February 2016.

Bond lodgement forms accounted for 341,070 of all forms lodged. Bond refunds and bond change forms (transfers and changes to property manager/owner and tenants) totalled 414,976 forms processed.



There was a higher than expected increase in new bonds lodged with the RTA; 266,868 in 2015–16, up 1.1% from 264,030 in 2014–15. The previous year saw growth of only 0.4%.

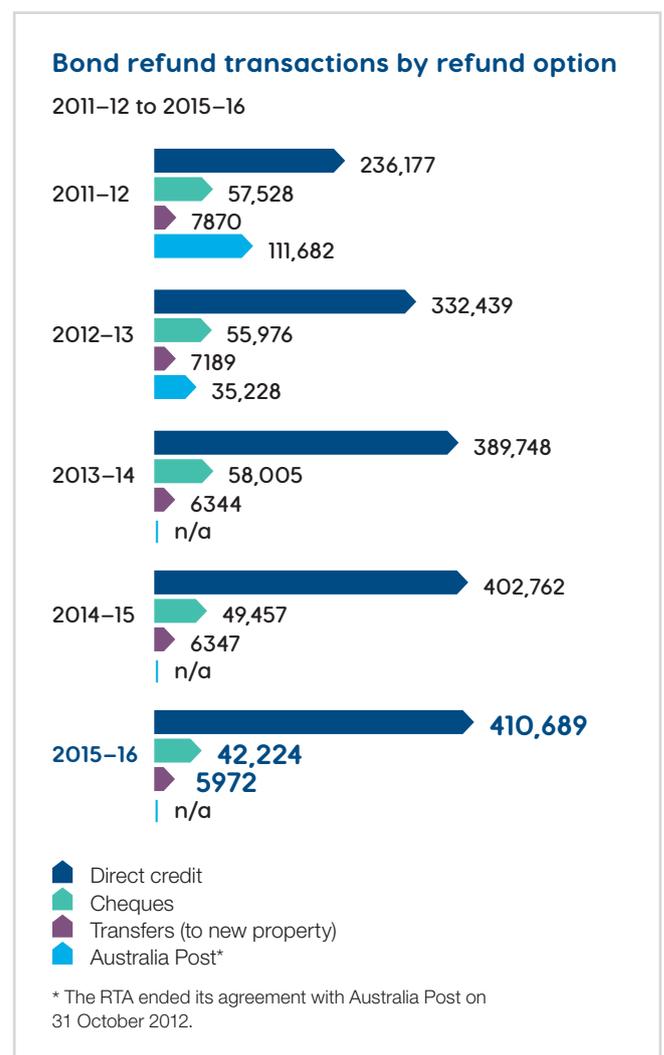
With median rents remaining stable, and in some areas decreasing, fewer bond top-ups (which occur when rent is increased) were received. In 2015–16, 21.8% of bond lodgements were extra payments made to existing bonds (22.7% in 2014–15).

Average daily lodgements increased slightly to \$1.533m in 2015–16 (\$1.514m in 2014–15).

Daily refunds increase

Bonds refunded in 2015–16 increased to 1003 per day (998 in 2014–15) and the daily average value of refunds remained stable at \$1.41m (\$1.42m in 2014–15). In 2015–16, we processed 91.4% of bond refund requests within two working days, exceeding the target of 90% (89.2% in 2014–15).

Of all bonds refunded, 68.1% were paid out as agreed, (69.5% in 2015–16). Of the ‘non-agreed’ cases, a significant proportion (82.3%) were finalised after a *Notice of claim* was issued and not disputed. In total, 72.8% of bond money by value was returned to tenants.



Resolving tenancy disputes

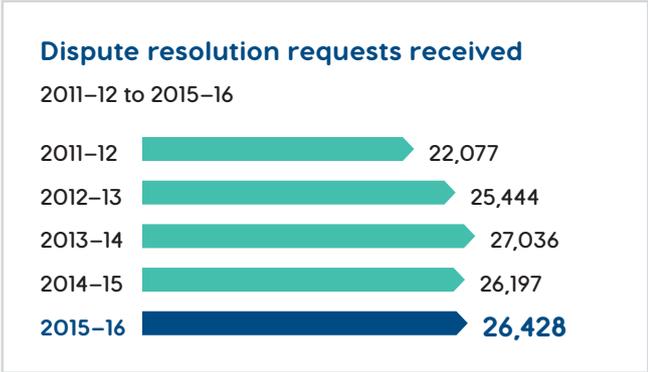
The RTA provides a range of channels for clients to address disputes as quickly and effectively as possible. In 2015–16, we received 26,428 dispute resolution requests (26,197 in 2015–16).

Client Support, introduced in 2013, coaches clients in successful self-resolution and communication strategies. In 2015–16, the service helped clients feel more confident tackling conversations about issues such as household repairs, rent reductions, ending a tenancy and the issuing of notices, without the need to apply for formal dispute resolution. During the financial year 87.9% of clients were helped this way, reducing the need for more formal pathways.

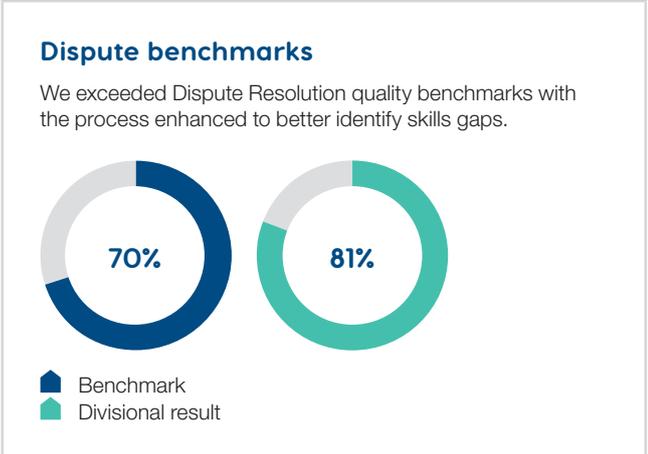
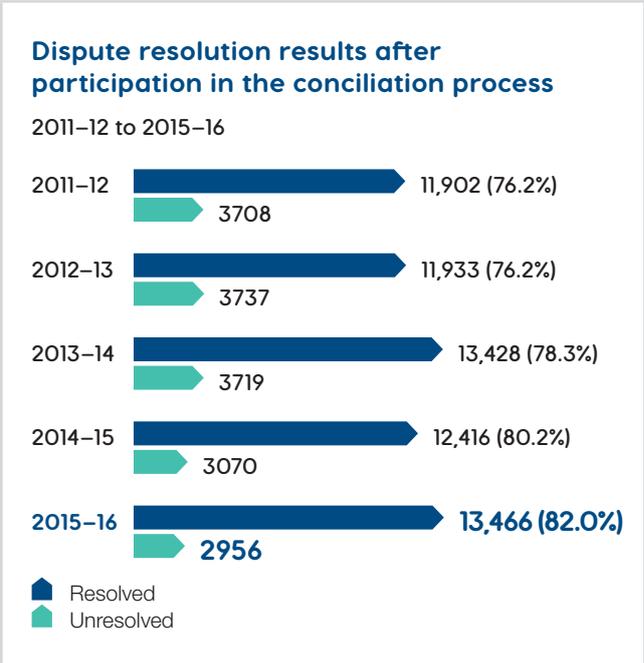
Conciliation saves time and money

Conciliation saves our clients time and money by helping them resolve disputes without the need to go to Queensland Civil and Administrative Tribunal (QCAT). When clients participated in conciliation, 82% (80.2% in 2014–15) of disputes were resolved. Overall 49.9% of disputes lodged were resolved (48.3% in 2014–15).

Only 16.6% of finalised disputes proceeded to the tribunal for a decision, according to QCAT data.



Client satisfaction remained central to our continued emphasis on staff training. The development of expertise through peer-based workshops and the deployment of suitably qualified staff to different areas of the organisation all helped enhance customer service. We also continued to develop partnerships with Alternative Dispute Resolution leaders to help inform our business processes.



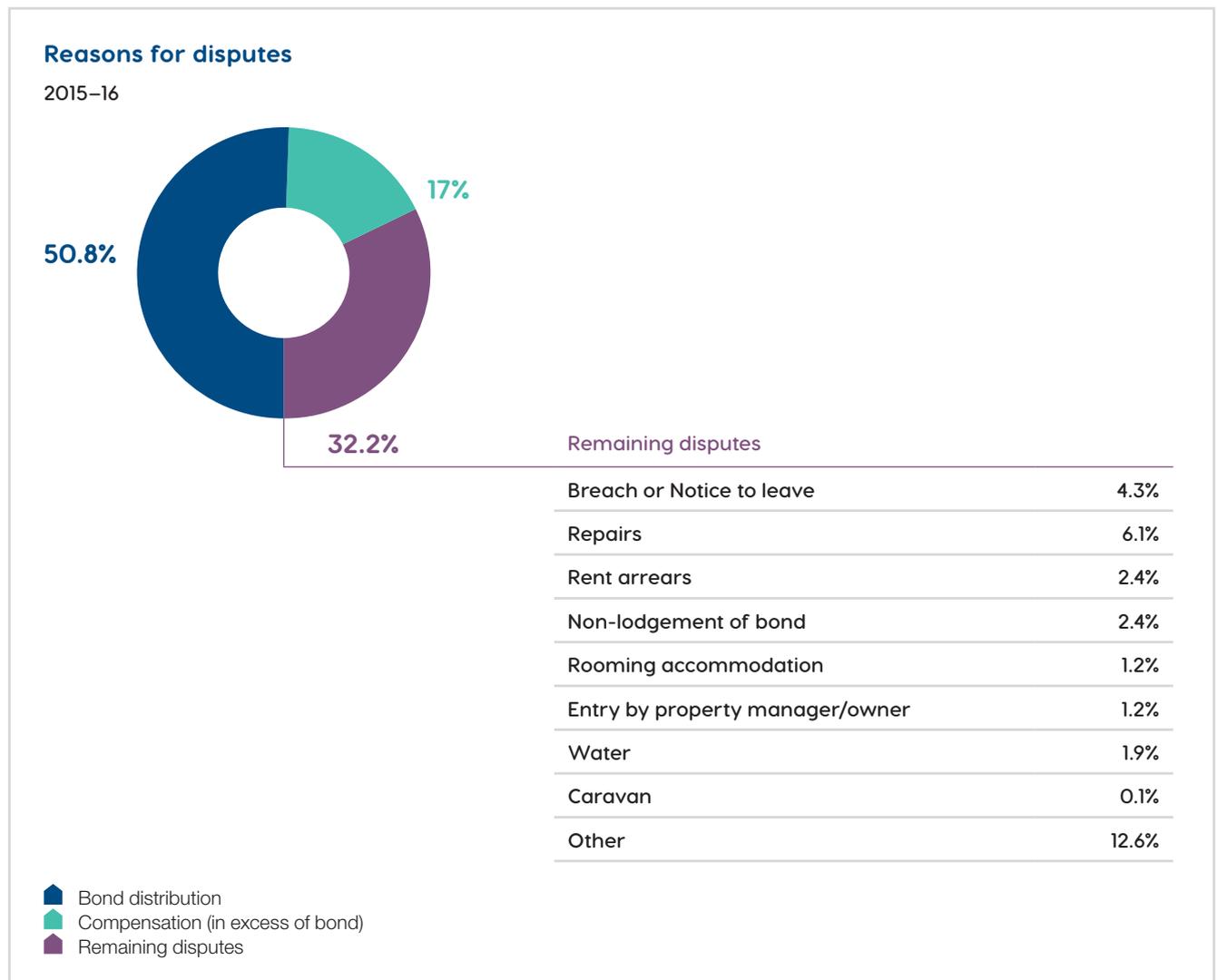
“Thank you so much for your assistance with the conciliation. It was quite emotional for me and was made smoother by the way you handled the discussion.”

– Conciliation participant

Reasons for disputes

Disagreement over how a bond will be paid out remains the most common form of dispute, accounting for 50.8% of all disputes received in 2015–16. Outstanding rent, repairs and water charges are the most common areas of disagreement.

Compensation claims for amounts in excess of the bond and claims submitted after the bond has been paid out represented 17% of all disputes while 32.2% of disputes occurred during a tenancy. Such disputes often related to ending a tenancy, rental arrears, repairs and maintenance.



Investigations and prosecutions

RTA investigations have already benefited from the implementation of the new business system.

The changeover resulted in more efficient investigations through improved workflow while allowing the piloting of large-scale, proactive compliance operations.

During a pilot compliance operation in the Cairns region, property managers, who collectively managed 20 tenancies, were targeted for the non-lodgement of bonds. Future operations will follow this successful pilot, with a goal of one operation per quarter. We also continued general compliance work in regional areas with around 28% of investigations outside south-east Queensland.

Comprehensive compliance policies, procedures and operational processes were also implemented, resulting in transparent, consistent compliance.

The implementation of the new business system has improved data management, allowing the identification of sector trends and more focused compliance activities. The consolidation of legal and prosecution functions resulted in significant savings in external legal fees.

In 2015–16, 701 investigations commenced with 96.7% (target 90%) finalised in six months. Two infringement notices were issued (for non-lodgement of bond and unlawful entry). There were two prosecutions (for conducting an open home without written consent) and one joint prosecution with Queensland Police Service involving 26 RTA charges. The joint prosecution resulted in the conviction of an onsite manager for not lodging bonds or providing tenancy documentation to tenants.

One performance measure, included in the 2015–16 Service Delivery Statements, has been discontinued. The measure, investigations resolved as a proportion of all investigations finalised (where the Act applies), was discontinued following the implementation of the new business system.

While the RTA pursues enforcement action, such as issuing infringement notices and prosecutions, our emphasis on education also proves effective, with instances of re-offending remaining low.

Investigations into non-compliance with the Act

2011–12 to 2015–16



Types of offences investigated in 2015–16

Offences investigated

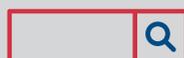
Non-lodgement of bond/failure to give bond receipt	530
Failure to provide documentation	263
Unlawful entry, quiet enjoyment and privacy matters	183
Rent payment, receipts and records	104
Terms of agreement	51
Other	90

OUR SECTOR

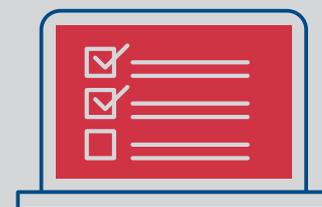
Key results 2015–16



QUEENSLAND HOUSING
STRATEGY SESSIONS



TENANCY DATABASE LAWS
AMENDED 17 MARCH 2016



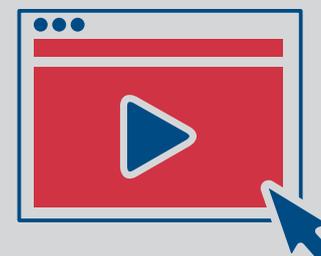
RENTING THAT WORKS FOR
EVERYONE SURVEY



SUBSCRIPTIONS TO
ONLINE PUBLICATIONS
CONTINUED TO GROW



3385 PEOPLE ATTENDED
63 TENANCY SEMINARS
AND PRESENTATIONS



760 ATTENDED
4 WEBINARS

Future priorities

- Identify further possible legislative change
- Support Act amendments through Parliament
- Expand stakeholder networks
- Encourage greater collaboration

Regulating the sector

Our ongoing review of the *Residential Tenancies and Rooming Accommodation Act 2008* has helped inform the development of the government's Queensland Housing Strategy, which will address the future housing needs of Queenslanders.

The review balanced stakeholder interests, helped facilitate effective service delivery and, where possible, reduced the regulatory burden. Tenancy database laws were also amended.

Minimum national standards for tenancy database listings, introduced to parliament on 17 March 2016, took effect 1 July 2016 and were part of the *Plumbing and Drainage and Other Legislation Amendment Act 2016*.

The new law requires:

- listings of three years or more to be removed from tenancy databases (by 1 January 2017)
- property managers/owners to inform prospective tenants of the databases they use
- property managers/owners to inform prospective tenants if they appear on a listing, the details and how to amend it, and
- the personal information of domestic violence victims to be excluded from listings (when the breach is due to the actions of the perpetrator).

We also provided policy advice on emerging issues such as Airbnb lettings, virtual listings on tenancy databases and rental bond finance products. The RTA will continue to consult with the sector on other emerging issues identified through the ongoing monitoring of the Act.

Other government agencies

We visited 14 towns throughout Queensland with Department of Housing and Public Works officials as part of the government's Queensland Housing Strategy consultation process.

We talked with people about their housing needs and renting concerns and hosted specific sessions with young professionals and the student accommodation sector.

We also liaised regularly with the Queensland Civil and Administrative Tribunal (QCAT), Department of Housing and Public Works, Department of Justice and Attorney-General (DJAG), Department of Premier and Cabinet (DPC) and Queensland Treasury.

Understanding our stakeholders' needs

The RTA's *Renting that works for everyone* survey, available on the Queensland Government's website, asked for feedback on tenancy legislation and issues such as longer-term tenancies, notices to leave and standards of rental properties. We received 227 responses from:

- 116 tenants
- 46 property managers
- 54 property owners
- 11 organisations (includes advocates)

We also received 22 written submissions. Next financial year, we will analyse submissions and identify opportunities for change.

In 2015–16, we responded to 219 requests (246 in 2014–15) for rental data and other statistical information from various government agencies, stakeholders, the housing industry and the community.

Client enquiries, types of dispute resolution requests and tribunal orders are used to monitor the Act's operation and inform policy advice. We also analysed operational data and monitored emerging trends for targeted, state wide community education activities.

We strengthen collaborative sector relationships through Industry Development Forums (IDF), individual liaison, reference groups and targeted consultation to review and monitor the operation of the legislation.

Stakeholder groups include:

- Real Estate Institute of Queensland (REIQ)
- Property Owners' Association of Queensland (POAQ)
- Australian Resident Accommodation Managers' Association (Queensland) (ARAMA)
- Tenants Queensland (TQ)
- Caravan Parks Association of Queensland (CPAQ)
- Queensland Shelter (QShelter)

We also support the Minister as part of our legislated functions and work with stakeholders to develop and implement legislation, policies and programs and services. This ensures all voices are properly represented when government decisions are made.

Supporting the sector

Stakeholder engagement and community education is an important priority.

Strategic partnerships with key stakeholders are vital to our understanding of the needs of the sector. Stakeholder relations were strengthened through collaborations with QShelter in a series of state wide education seminars for community housing providers.

We also produced a series of tenancy information webinars and videos on popular topics including co-presentations with the REIQ, SES and Office of the Commissioner for Body Corporate and Community Management.

“Excellent information, well presented along with tips. Great to learn about the YouTube videos.”

– Sunshine Coast property owner

Connecting with our clients

In 2015–16, we hosted 63 tenancy seminars, industry and peak body presentations and other information sessions across Queensland. These seminars allowed us to connect with 3385 clients, providing them with information about their tenancy rights and responsibilities while listening to their concerns.

During the year we held seminars in Mackay, Townsville, Toowoomba and the Sunshine Coast for property managers/owners. The seminars covered areas pertinent to new and experienced property managers and owners, including an overview of RTA services, tenancy law and the latest sector news.

In collaboration with QShelter, we conducted five tailored tenancy law sessions for community housing providers (part of the transfer of social housing to the private sector) in Mackay, Rockhampton, Townsville, Toowoomba and Brisbane.

We attended various sector conferences, seminars and regional meetings with CPAQ, REIQ, ARAMA and POAQ presenting tenancy information and answering member questions.

We conducted nine presentations for international students, raising awareness of our services while providing an overview of their rights and obligations under Queensland tenancy law. Over 500 posters were sent to all TAFE colleges, universities and English language schools across the state, raising awareness of the RTA with students.

In June 2016, the RTA met with representatives from the Saudi Arabian Ministry of Housing as part of a research trip to Australia.

Webinars and events

Over 760 clients across the state joined tenancy webinars conducted by the RTA. These webinars covered general tenancy and rooming accommodation information for property managers and property owners.

Tenants, property managers and property owners also joined the RTA and the SES for a webinar about natural disasters and how to prepare for storm season. A webinar about body corporate issues saw us collaborate with the Office of the Commissioner for Body Corporate and Community Management.

Another webinar raised awareness of RTA service delivery changes, amendments to database laws and the Queensland Housing Strategy review of the Act.

In collaboration with REIQ, we produced videos about the process of applying for a rental property.

A video about the RTA's services was also created for the community sector to distribute among community support workers. All our videos and webinars are available on the RTA's YouTube channel and our website.

We hosted promotional information stands at public events such as NAIDOC Week's Musgrave Park Family Fun Day and Brisbane Welcomes International Students. We also held a stall at the Mental Health Expo North Brisbane to raise awareness of the RTA's services and answer tenancy queries.

Improved access for CALD clients

We are committed to making our services, and the tenancy information we provide, accessible to everyone in Queensland's large and diverse residential tenancies sector.

We provide tenancy information to culturally and linguistically diverse (CALD) clients, outlined in the Queensland Cultural Diversity Policy.

In 2015–16, we supported CALD clients by:

- reviewing our Client Access Strategy to ensure we continue to provide culturally responsive services
- strengthening community networks to raise awareness of our organisation and services through information sessions, seminars and consultation sessions
- ensuring contact information for the Translating and Interpreting Service (TIS) is included on all publications, ensuring CALD clients can access tenancy information in their own language
- providing educational seminars for international students.

In 2015–16, we received 615 calls using the TIS, (down 21% on last year). The most requested languages were Mandarin (140 calls in 2015–16, 185 in 2014–15), Korean (92 calls in 2015–16, 126 in 2014–15) and Arabic (38 calls in 2015–16, 61 calls in 2014–15).

Downloads of *Pocket guide for tenants – houses and units* (Form 17a):

- 107 Simplified Chinese
- 58 Traditional Chinese
- 45 Spanish
- 43 Korean
- 42 Arabic
- 31 Vietnamese
- 28 Japanese

Online publications

Subscriptions to our online publication *Open house – property managers and owners* continued to grow. In 2015–16, the total number of subscribers grew from 8890 to 9726 (at 30 June 2016). Property managers, real estate agents, property owners, community housing providers, educational institutions, peak bodies and rooming accommodation providers have all registered to receive the publication, which is published every two months.

Open house – caravan park managers (290 subscribers) helped strengthen our relationship with the caravan sector by providing helpful and relevant information. *Open house – community support workers* (341 subscribers) provided practical tenancy information for community support workers to help their vulnerable clients.

We continued to provide targeted tenancy information through articles provided to a range of sector publications including those published by the REIQ, TQ, Caravanning Queensland, ARAMA (Qld) and POAQ. We also promoted tenancy education in the International Student Guide.

OUR ORGANISATION

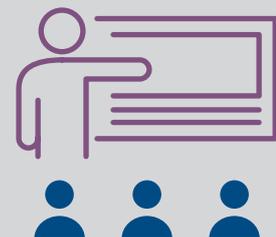
Key results 2015–16



**MYPLACE LAUNCHED
(LEARNING
MANAGEMENT SYSTEM)**



**IMPLEMENTATION OF
NEW RECRUITMENT AND
SELECTION POLICY**



**LEADERSHIP
DEVELOPMENT**



**PARTICIPATED IN
WORKING FOR
QUEENSLAND SURVEY**



**SUPPORTED STAFF
THROUGH BUSINESS
TRANSFORMATION**



**STAFF RAISED \$6,258.67 FOR
HOMELESSNESS CHARITIES**

Future priorities

- Continue to support staff through business transformation
- Redevelop performance management framework to drive a high-performing culture
- Implement learning and development strategy
- Complete policies and procedures review
- Implement new payroll system
- Address financial sustainability

RTA Executive Leadership Team



Darren Barlow

BCom, MBA (Advanced), FCPA, FAICD, SA Fin, MAIPIO

Chief Executive Officer

Darren Barlow was appointed Chief Executive Officer in April 2015.

Darren has extensive management experience, having held senior roles in commercial, financial, strategic and business transformation areas across the public and private sectors.

Before joining the RTA, Darren held a range of senior executive positions at Aurizon. Previously, Darren was a director at the Master Builders Association of Queensland and General Manager of Strategic Relations at Ergon Energy.

Darren holds a Bachelor of Commerce degree from Griffith University and an MBA from the University of Queensland. He is a Fellow Certified Practising Accountant and a Fellow of the Australian Institute of Company Directors.



Melanie Banner

Executive Manager, Client Services

Melanie joined the RTA in 2008 as a team leader and was appointed Executive Manager in August 2011 after acting in the position since November 2010. Melanie's division helps clients to understand their rights and responsibilities under Queensland tenancy laws and helps them make informed decisions when resolving tenancy disputes.

She brings 15 years public sector management experience to the RTA, at state and federal government levels.



David Breen

BA (Hons), Grad Dip Soc Sci (Housing Mgt and Policy)

Executive Manager, Policy and Education Services

Since joining the RTA in 1999, David has managed Policy and Education Services, the division which delivers research, policy development, communication, community education and investigations to maintain integrity and balance within Queensland's residential rental sector.

He has a strong knowledge of Queensland's housing sector, having worked in program and operational areas of the Department of Housing. David also worked in disability services in several states for 17 years.



Kylie Lewis
BBus (Mgt)

Executive Manager, Rental Bond Services

Kylie joined the RTA in 1995 as Research Officer (Statistics) and was appointed Executive Manager, Rental Bond Services in May 2009. Her division manages the processing of all bond lodgements, refunds and related transactions.

She brings extensive public service experience to her role, having worked for the Lands Department, the Queensland Government Statistician's Office, the Department of Education and Queensland Corrective Services.



Juliet McKenzie
BCom (Accounting), CPA

Chief Finance Officer

Juliet McKenzie leads the RTA's Corporate Services division, which includes Finance, Corporate Governance, Human Resources, Facilities and Legal services. Juliet joined the RTA in November 2015 after 15 years in the water industry.

Juliet has extensive experience in corporate services, developing commercial initiatives, financial structures and policies during mergers, government restructuring and complex project management activities. Previously, Juliet held commercial finance roles in the fuel industry.

She has a Bachelor of Commerce (Accounting) from James Cook University and is a Fellow Certified Practising Accountant.



John Rayfield
EMBA

Chief Information Officer

John is responsible for the RTA's information, communication and technology strategies, driving the use of enabling technologies to deliver innovative solutions. He joined the RTA in October 2015 following more than 9 years at Tatts Group, where he oversaw the development of lotteries, wagering and gaming systems.

John has more than 20 years' experience in leadership roles across the financial services, supply chain and gambling industries. As a strategic technology leader, John's expertise includes the development and introduction of new products, services and software solutions while leading business transformations in complex environments.

John has an Executive MBA majoring in Leadership and International Business from the Queensland University of Technology.

Our people

During 2015–16, we continued to develop a resilient, client-focused workforce during a time of significant organisational change.

Our Strategic Plan 2016–20 will continue to encourage a high-performing culture that meets the needs of clients and we are poised to redesign our approach to performance with the development of a new performance management framework which aligns to our corporate values and includes a competency framework.

Transforming and recognising performance

In 2015–16, the leadership team (including executives and the management team) benefited from Disc profiling, a tool used to assess behaviour, personality and management style. This tool is primarily used to improve work productivity, team work and communication within teams. The leadership team also participated in a 360-degree feedback process.

Team leaders also participated in an Emerging Leaders program. All of these programs and initiatives have been used to inform the learning and development strategy which will be implemented in 2016–17. This strategy will focus on:

- performance management framework
- learning culture, approach and methods
- training needs analysis conducted and calendar of training developed
- development and career planning
- talent and succession framework
- compliance and technical training
- leadership development, and
- review of induction and onboarding.

Our staff recognition programs continued to acknowledge employee excellence through outstanding results. In 2016–17, our reward and recognition program will be reviewed and expanded to align with our organisation's values. In December 2015, six staff members and two teams were recognised for their contributions to the RTA.

Safety remains a priority

In 2015–16, there were 19 workplace incidents that occurred without any lost time due to injury. All legislative and reporting requirements, including those to regulatory bodies, were met. The organisation also supported a number of employees through rehabilitation programs to facilitate a safe return to the workplace after an absence or significant injury.

A full review of the workplace health and safety systems and processes will be conducted in 2016–17 with an increased focus on education and awareness and building capability within areas across the business.

The Wellness Program gave staff the opportunity to increase their knowledge of health issues through programs such as annual health assessments, skin cancer checks and the flu vaccination program.

Our free, confidential counselling and online service for staff has proven popular during the year. The Employee Assistance Program (EAP) saw an increase in staff accessing the service during a time of significant organisational change.

Equity at work

We promoted a discrimination-free workplace by educating staff about anti-discrimination laws through formal induction training, brochures and pamphlets, and information provided on the intranet. The Staff Liaison Group (SLG) helps encourage staff to participate in Equal Employment Opportunity (EEO) events such as Mental Health Week, International Women's Day and Domestic Family Violence Prevention Month. Seminars about how to deal with stress and anxiety, and general mental health matters are integrated into our Wellness Program.

EEO and anti-discrimination requirements and principles are incorporated into RTA policies and procedures.

Work-life balance

The RTA continued to encourage staff to maintain a healthy work-life balance by providing flexible work practices such as accrued time, part-time employment and formal working from home arrangements. Employees can also use their sick leave to care for ill or injured immediate family members who are dependent on their care and support.

Staff are now employed under the Queensland Public Service Officers and Other Employees' Award – State 2015. The core agreement was certified on 1 June 2016.

The introduction of the new Queensland Public Service Officers and Other Employees' Award – State 2015 will provide greater flexibility for staff with additions such as the ability to purchase leave, utilise recreation leave on half pay or take recreation leave as a part day.

High staff retention continued in 2015–16 and, as at 30 June 2016, 44 employees recorded more than 10 years service with our organisation representing 19.9% of our workforce. Of these, 28 employees (12.7% of the workforce) completed 15 or more years of service, 18 employees (8.1% of the workforce) completed 20 or more years of service, and 4 employees (1.8% of the workforce) had completed 25 or more years of service.

The annual separation rate for 2015–16 was 17.2% of the workforce. This rate includes staff who resigned to take up roles elsewhere in the public service.

Three redundancy payments were paid during 2015–16.

Workforce profile

Employees (FTE) by division* as at 30 June 2016

Office of the CEO	1.0
Client Services	81.1
Corporate Services	18.3
Information Management Services	33.5
Policy and Education Services	20.6
Rental Bond Services	40.6
Total	185.8

* Note: This table does not include contract and temporary agency staff.

Employees by occupation and gender† as at 30 June 2016

Occupation	Female	Male
Managers and administrators	5	6
Professionals	29	15
Clerical and administrative workers	109	45
Total	143	66

† Note: This table does not include contract and temporary agency staff, and RTEO employees on unpaid leave of greater than 8 weeks.

Raising money for the homeless

For over a decade, RTA staff have made a difference to the lives of Brisbane's homeless and disadvantaged by collecting gold coin donations every Friday for two worthy charities.

We remain committed to our favourite charities, the Ecumenical Coffee Brigade (ECB) and the Brisbane Youth Service (BYS), who help the homeless. During 2015–16, we raised \$6,258.67 for these charities.

Our business operations

The lead-up to the rollout of our secure, self-service portal for clients and new business system has been a period of intense operational change.

The Program Management Office (PMO) continued to provide oversight and support during a time of significant shifts in mindset, systems, culture and processes.

The organisation's investigations and core finance functions were successfully integrated into the new business system, reducing paperwork, streamlining workflows and enabling large-scale proactive investigations.

A Data Quality Control Group was formed in 2015–16 with a Data Quality Implementation Framework and Data Quality Principles also developed and implemented.

Organisational change

The Organisational Change Management (OCM) program was set up last financial year to help manage the RTA's business transformation process.

A new vision was created to better reflect the RTA's direction and new strategic priorities were developed to help achieve it. Staff collaboration to develop new internal values also helped drive cultural change and ensure our business transformation is successful.

OCM's initiatives include:

- the development of a learning and development strategy
- a review of organisation-wide policies and procedures to ensure they are contemporary and support the new values
- revised performance and development system including a competency framework
- new staff induction processes
- new reward and recognition schemes that support our new values and culture
- a focus on regular, transparent internal communications.

Quality management

Over half of the RTA's policies, procedures and work instruction were reviewed, updated and streamlined due to the implementation of the new business system.

Internal processes were improved and streamlined with a focus on staff involvement and creating innovative ideas. Paperless review and approval systems were introduced, further streamlining processes and efficiencies.

In-house Quality Coordinators continued to assist divisions to collaborate and encouraged staff to focus on continuous improvement.

We retained our Quality Assurance Standard ISO 9001:2008 following a quality audit by SGS Systems & Services Certification Pty Ltd.

The auditors confirmed the RTA continued to maintain strong internal review processes.

OUR FINANCES

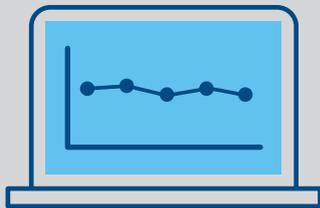
Key results 2015–16



**3.45% RETURN
ON INVESTMENT**



**\$774.08m
IN BONDS HELD**



**IMPLEMENTED NEW
FINANCIAL SYSTEM TO
INCREASE EFFICIENCIES**



**(\$9.775m)
OPERATING RESULT**

Future priorities

- Implement revised investment strategy and governance arrangements
- Implement enhancements to Microsoft Dynamics AX focusing on efficient procurement and accounts payable processes

Financial overview

Lower investment returns

This financial year saw a continuation of the lower investment returns as experienced in 2014–15.

The value of bonds held during 2015–16 increased by 3.99% from \$744.369m to \$774.084m.

The average rate of return on investments of rental bonds was 3.45% against a budgeted return of 4%, slightly up from 3.08% in 2014–15. Investment returns were \$27.403m in 2015–16, reflecting volatility in global markets and a continued low interest rate environment in Australia and globally.

We are committed to ensuring prudent management of investments through agreed strategies and processes in line with the *Statutory Bodies Financial Arrangements Act 1982*. Given continued market uncertainty, we are working closely with fund manager Queensland Investment Corporation (QIC) to ensure investment risks are carefully managed.

A grant of \$5m was provided to the Department of Housing and Public Works to support affordable and social housing initiatives.

The slight improvement in investment returns year-on-year resulted in an operating income of \$27.420m, up from \$24.535m achieved in 2014–15. Expenses increased from \$34.548m to \$37.195m, resulting in an operating deficit of \$9.775m.

Net financial instruments held at the RTA as at 30 June 2016 were \$36.489m compared with \$47.783m the previous year. This includes financial assets of \$824.728m (cash, investments and receivables) less \$788.239m in financial liabilities (payables, rental bonds and unclaimed monies held on behalf of clients).

Sound financial position

Despite low investment returns, the RTA maintained a healthy balance sheet, with no debt and a high level of liquid assets. Total equity decreased by 18.59% from \$52.58m in 2014–15 to \$42.81m.

Financial performance

Financial performance 2011–12 to 2015–16 (\$'m)

Financial year	Income	Expenditure	Surplus/deficit
2011–12	39.640	33.799	5.841
2012–13	45.721	41.064	4.657
2013–14	46.685	48.660	(1.975)
2014–15	24.535	34.548	(10.013)
2015–16	27.420	37.195	(9.775)

Our financial performance is shown above. The table highlights the relationship between the level of investment revenue, expenditure and the surplus or deficit achieved for the last five years.

The year's operating deficit is \$9.775m. This result is due to significantly lower than forecast investment returns combined with non-recurrent expenditure on the development of the RTA's replacement core business system. While investment returns improved to 3.45% compared with 3.08% in the prior year, income was \$3.627m below budget. Cost continued to be managed during the year and full year costs were contained to \$2.802m below budget.

The operating deficit was funded from our accumulated surplus. This reserve ensures that service delivery will continue at current or increased levels into the future without disruption.

Challenging financial outlook

A forecast reduction in investment returns combined with non-recurrent expenditure to complete the new core business system will result in a forecast deficit in 2016–17. Taking into account the ongoing low interest rate environment in Australia and international markets, the forecast level of investment returns is 3.25%.

Strategic investment management

We manage our investments in accordance with Part 3, Division 5 of the *Residential Tenancies and Rooming Accommodation Act 2008* and invest in accordance with the *Statutory Bodies Financial Arrangements Act 1982*.

To address the issue of market volatility, three basic principles are used to manage investments:

- ensure the annual target return on investments is based on conservative estimates of market returns and rental bond growth
- ensure the investment strategy is actively managed, monitored and applied proactively to address fluctuations in investment revenue
- maintain separate operational funds to ensure business sustainability during difficult economic times.

The RTA aims for best practice investment management by establishing clear investment goals, an overall investment strategy and investment risk tolerances. Reporting and monitoring arrangements are in place to ensure effective

corporate governance. Earnings from the investment of rental bonds are allocated between the Rental Bond Portfolio and the Business Operations Portfolio.

The Rental Bond Portfolio represents the investment of all rental bonds held. It is actively managed predominantly by fund manager QIC and funds are allocated across a range of asset classes according to the investment strategy adopted by the RTA Board. Since the prior year the RTA has allocated investment funds to the Queensland Treasury Corporation (QTC).

The Business Operations Portfolio represents the earnings from investments and is used to fund all RTA business operating expenses and grants.

The Business Operations Portfolio is managed by the RTA with funds invested in Treasury-approved, short-term, liquid cash investments with financial institutions that meet the criteria of the investment strategy.

These funds are held in at-call accounts, short-term fixed deposits and in the Queensland Treasury Corporation Cash Enhanced fund. They are managed in accordance with the *Statutory Bodies Financial Arrangements Act 1982*.

Allocation of investment funds as at 30 June 2016

Fund type	Investment range	Amount invested (\$'m)	Allocation QIC	Allocation QIC/QTC/other
QIC Bond Plus Fund	0–45%	153.2	20.3%	
QIC Cash Enhanced Fund	0–100%	257.9	34.2%	
QIC Global Credit Fund	0–45%	225.1	29.9%	
QIC Global Credit Opportunities Fund	0–20%	2.0	0.3%	
QIC Property Fund	0–20%	115.1	15.3%	
Total QIC		753.3	100%	95.6%
QTC		34.2		4.3%
Other		0.9		0.1%
Total funds invested		788.4		100%

Selected financial and operating data

The RTA has compiled the financial information for the year ending 30 June 2016 from audited financial statements and related notes prepared in accordance with Australian Equivalents to International Financial Reporting Standards (where appropriate), the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2009 and Australian Accounting Standards (including the Australian Accounting Interpretations).

These consolidated financial statements have been audited by the Queensland Audit Office.

Operating expenditure

Overall expenditure increased by \$2.647m (7.7%) to \$37.195m primarily due to a \$2.405m increase in grant funding to the Department of Housing and Public Works.

Total expenditure by type

Expenditure	2014–15	2015–16
Salaries and related expenses	48.8%	51.2%
Investment fees	4.9%	4.2%
Grants and subsidies	7.5%	13.4%
Supplies and services	34.2%	27.9%
Other expenses	4.6%	3.3%
Total	100%	100%

Employee expenses

Employee expenses increased by \$2.177m (12.9%) from \$16.865m in 2014–15 to \$19.042m in 2015–16 due to increase in service volumes and additional resources associated with the development of the new system. Included in the increase is an amount of \$0.298m relating to the one-off S831 \$1300 payment made in June 2016.

Grants and subsidies

Grants increased from \$2.595m in 2014–15 to \$5m in 2015–16, paid to the Department of Housing and Public Works to support affordable and social housing initiatives.

Supplies and services

Supplies and services decreased by \$1.579m (11.7%) from \$13.506m in 2014–15 to \$11.927m in 2015–16 due to cost savings initiatives and the impact of a delay in the implementation of the new system.

Improved efficiency reduces costs

The RTA continues to focus on reducing transaction costs through the increasing use of automation and enabling clients to 'self-service'.

Financial statements

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General Information

These financial statements cover the Residential Tenancies Authority and its controlled entity.

The Residential Tenancies Authority (RTA) and its controlled entity are both Queensland Government statutory bodies constituted under the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld).

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

The head office and principal place of business of the Authority is:

Level 23, 179 Turbot Street
BRISBANE QLD 4000.

A description of the nature of the RTA's operations and its principal activities is included in the notes to the financial statements.

For information in relation to the RTA and its controlled entity's financial statements please call 07 3046 5400, or visit rta.qld.gov.au/annualreport

Statement of Comprehensive Income

as at 30 June 2016

	Notes	Group		Parent	
		2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
Income					
Investment revenue	2	27,403	24,517	27,403	24,517
Other revenue	2	17	18	17	18
Total income		27,420	24,535	27,420	24,535
Expenses					
Employee expenses	3	19,042	16,865	400	242
Supplies and services	6	11,927	13,506	30,572	30,132
Grants and subsidies	7	5,000	2,595	5,000	2,595
Depreciation and amortisation	8	572	669	572	669
Impairment Losses	9	329	650	329	650
Other expenses	10	325	263	322	260
Total expenses		37,195	34,548	37,195	34,548
Operating result for the Year		(9,775)	(10,013)	(9,775)	(10,013)
Other Comprehensive Income		-	-	-	-
Total Operating Result		(9,775)	(10,013)	(9,775)	(10,013)

The accompanying notes form part of these statements.

Statement of Financial Position

for the year ended 30 June 2016

	Notes	Group		Parent	
		2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
Current assets					
Cash and cash equivalents	11	70,892	50,284	70,685	50,173
Other financial assets	12	753,341	754,388	753,341	754,388
Receivables	13	495	492	480	492
Other current assets	14	600	700	586	688
Total current assets		825,328	805,864	825,092	805,741
Non current assets					
Intangible assets	15	8,218	5,976	8,218	5,976
Property, plant and equipment	16	1,373	1,616	1,373	1,616
Other non-current assets	14	78	142	78	142
Total non-current assets		9,669	7,734	9,669	7,734
Total assets		834,997	813,598	834,761	813,475
Current liabilities					
Payables	17a	1,241	1,684	4,934	5,185
Rental bonds and unclaimed monies	17b	786,673	755,495	786,673	755,495
Accrued employee benefits	18	3,082	2,493	22	11
Total current liabilities		790,996	759,672	791,629	760,691
Non current liabilities					
Operating lease payable	17c	325	202	325	202
Accrued employee benefits	18	869	1,142	-	-
Total non-current liabilities		1,194	1,344	325	202
Total liabilities		792,190	761,016	791,954	760,893
Net assets		42,807	52,582	42,807	52,582
Equity					
Accumulated surplus		42,807	52,582	42,807	52,582
Total equity		42,807	52,582	42,807	52,582

The accompanying notes form part of these statements.

Statement of Changes in Equity

for the year ended 30 June 2016

	Accumulated Surplus \$'000	Total Equity \$'000
Group		
2016		
Balance as 1 July 2015	52,582	52,582
Operating result from continuing operations	(9,775)	(9,775)
Balance as at 30 June 2016	42,807	42,807
2015		
Balance as at 1 July 2014	62,595	62,595
Operating result from continuing operations	(10,013)	(10,013)
Balance as at 30 June 2015	52,582	52,582
Parent		
2016		
Balance as 1 July 2015	52,582	52,582
Operating result from continuing operations	(9,775)	(9,775)
Balance as at 30 June 2016	42,807	42,807
2015		
Balance as at 1 July 2014	62,595	62,595
Operating result from continuing operations	(10,013)	(10,013)
Balance as at 30 June 2015	52,582	52,582

The accompanying notes form part of these statements.

Statement of Cash Flows

for the year ended 30 June 2016

	Notes	Group		Parent	
		2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
Cash flows from operating activities					
Inflows					
Interest income		1,729	2,166	1,729	2,166
Bond lodgements		388,954	378,935	388,954	378,935
Other operating receipts		17	18	17	18
GST collected from customers		1	31	1	31
GST refunds received		1,471	1,638	1,471	1,638
Outflows					
Bond claims		(357,868)	(354,543)	(357,868)	(354,543)
Employee expenses		(18,726)	(16,553)	(389)	(231)
Supplies and services		(11,922)	(13,850)	(30,373)	(30,193)
Grants and subsidies		(5,000)	(2,595)	(5,000)	(2,595)
Other expenses		(359)	(290)	(341)	(288)
GST paid to suppliers		(1,466)	(1,648)	(1,466)	(1,648)
Net cash used in operating activities	19	(3,169)	(6,691)	(3,265)	(6,710)
Cash flows from investing activities					
Inflows					
Investments redeemed		61,576	33,348	61,576	33,348
Outflows					
Payments for property, plant and equipment		(184)	(152)	(184)	(152)
Payments for intangibles		(2,717)	(3,330)	(2,717)	(3,330)
Payments for investments		(34,898)	(31,000)	(34,898)	(31,000)
Net cash provided by/(used in) investing activities		23,777	(1,134)	23,777	(1,134)
Net increase/(decrease) in cash and cash equivalents		20,608	(7,825)	20,512	(7,844)
Cash and cash equivalents at beginning of financial year	11	50,284	58,109	50,173	58,017
Cash and cash equivalents at end of financial year	11	70,892	50,284	70,685	50,173

The accompanying notes form part of these statements.

Notes to the Financial Statements

for the year ended 30 June 2016

A. BASIS OF FINANCIAL STATEMENT PREPARATION

GENERAL INFORMATION

the Residential Tenancies Authority (the RTA) is a self funded regulatory authority committed to providing targeted services to meet the diverse needs of Queensland's residential rental sector.

COMPLIANCE WITH PRESCRIBED REQUIREMENTS

The RTA has prepared these statements in compliance with section 43 of the Financial and Performance Management Standard 2009.

These financial statements are general purpose financial statements, and have been prepared on an accrual basis in accordance with Australian Accounting Standards and Interpretations. In addition, the financial statements comply with Queensland Treasury's Minimum Reporting Requirement for the year ended 30 June 2016, other authoritative pronouncements and the requirements prescribed by:

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

With respect to compliance with Australian Accounting Standards and Interpretations, the RTA has applied those requirements applicable to not-for-profit entities, as the RTA is a not-for-profit authority. Except where stated, the historical cost convention is used.

PRESENTATION

Currency and Rounding

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

Comparatives

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

Current/Non-Current Classification

Assets and liabilities are classified as either 'current' or 'non-current' in the Statement of Financial Position and associated notes. Assets are classified as 'current' where their carrying amount is expected to be realised within

12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or the RTA does not have an unconditional right to defer settlement to beyond 12 months after the reporting date. All other assets and liabilities are classified as non-current.

AUTHORISATION OF FINANCIAL STATEMENTS FOR ISSUE

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

BASIS OF MEASUREMENT

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

Historical Cost

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

Fair value measurement

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

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

Unobservable inputs are data, assumptions and judgements that are not available publicly, but are relevant to the characteristics of the assets being valued. The RTA's investment portfolio is valued at the market value as measured by the QIC portfolio funds manager and does not apply any other unobservable assumptions or judgements to the fair value assessment.

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

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

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

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

The RTA and its controlled entity values the investment portfolio at market value as stated by the investment portfolio funds manager which is categorised as level 2 in the fair value hierarchy. There were no transfers of assets between fair value hierarchy levels during the period.

The RTA values its investment portfolio at market value as stated by the investment portfolio funds manager. This is categorised as level 2 in the fair value hierarchy. For short term trade receivables and payables with a contractual maturity date of one year or less, the carrying amount, as adjusted for any allowances for impairment, is deemed to reflect the fair value. There are no other assets or liabilities of the RTA which are measured at fair value. There were no transfers of assets between fair value hierarchy levels during the period.

THE REPORTING ENTITY

The consolidated financial statements include the value of all assets, liabilities, equity, revenues and expenses of the RTA.

The RTA as an economic entity consists of the parent entity together with the Residential Tenancies Employing Office (RTEO) as a controlled entity. In order to provide enhanced disclosure, the RTA has adopted the principles outlined in Australian Accounting Standard AASB 10 *Consolidated Financial Statements* and AASB 12 *Disclosure of Interests in Other Entities*. This approach is considered appropriate as it reflects the relationship between the RTA core business activities and those of the RTEO. In the process of reporting on the RTA as a single economic entity, all transactions and balances internal to the economic entity have been eliminated in full.

B. OBJECTIVES AND PRINCIPAL ACTIVITIES OF THE RTA

The RTA's core responsibility and principal activity is to administer the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld) (the Act) and to provide services in accordance with the Act.

In terms of Section 468 of the Act, the RTA's functions are:

- (a) to ensure the proper administration and enforcement of this Act;
- (b) to receive, hold and pay rental bonds under this Act;
- (c) to give advice to the Minister about -
 - i. residential tenancy issues and rooming accommodation issues generally; and
 - ii. the operation of this Act in particular;
- (d) without limiting paragraph (c), to give advice to the Minister about -
 - i. the application of this Act to residential tenancy agreements, premises or entities; and
 - ii. the application of this Act to rooming accommodation agreements, rental premises or entities;
- (e) to provide information, educational and advisory services about the operation of this Act;
- (f) to collect and analyse information about residential tenancy issues and rooming accommodation agreements;
- (g) to provide a conciliation service to parties to disputes about residential tenancy agreements and rooming accommodation agreements;
- (h) to intervene in, or support, proceedings about the application of this Act to residential tenancy agreements and rooming accommodation agreements;
- (i) to perform other functions given to the authority under this Act or another Act; and
- (j) to perform functions incidental to its other functions.

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 Act establishes the Residential Tenancies Employing Office (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 Act. This document provides the authority under

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

which employees of the RTEO perform work for the RTA and stipulates operational activities of the RTEO effective from 1 July 2008.

RTA FUNDS MANAGEMENT

The RTA is a custodian of rental bond monies and is unable to utilise such funds to support operations in accordance with Sections 152 and 153 of the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld).

The RTA manages cash in accordance with Part 3, Division 5 of the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld) and invests that cash in accordance with provisions of the *Statutory Bodies Financial Arrangements Act 1982*.

The RTA has continued to distinguish RTA earnings from the main investment portfolio, via two portfolios, namely the Rental Bond Portfolio and the Business Operations Portfolio.

The Rental Bond Portfolio represents the investment of all rental bonds held. This portfolio is actively managed by fund manager QIC in accordance with the RTA Investment Policy.

The Business Operations Portfolio represents the earnings from investments and is used to fund all RTA business operating expenses and grants as provided in the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld). The Business Operations Portfolio is managed by the RTA. Funds are held in at-call accounts and short-term fixed deposits and managed in accordance with the *Statutory Bodies Financial Arrangements Act 1982* (Qld) and the RTA Investment Policy.

1. Summary of significant accounting policies

(a) Revenue recognition

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

(b) 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 received but not banked at 30 June as well as 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, and subject to a low risk of changes in value.

(c) Acquisitions of assets

Actual cost is used for the initial recording of all non-current physical and intangible asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use.

(d) Property, plant and equipment

Items of property, plant and equipment with a cost or other value equal to or in excess of the following thresholds are recognised for financial reporting purposes in the year of acquisition:

Plant and Equipment	\$5,000
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Items with a lesser value are expensed in the year of acquisition.

(e) Depreciation of property, plant and equipment

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

Where assets have separately identifiable components that are subject to regular replacement, these components are assigned useful lives distinct from the asset to which they relate and are depreciated accordingly.

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

The depreciable amount of improvements to leased buildings is allocated progressively over the estimated useful lives of the improvements or the unexpired period of the lease, whichever is the shorter. The unexpired period of a lease includes any option period where exercise of the option is probable.

Items comprising the RTA's technical library are expensed on acquisition.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

For each class of depreciable asset, the following depreciation rates are used:

Class	Useful Life (years)	Rate %
Plant and equipment	3 to 20	5 – 33.3
Computer hardware	3	33.3
Leasehold improvements	10	0

(f) Intangibles

Intangible assets with a cost or other value greater than \$100,000 are recognised in the financial statements. Items with a lesser value are expensed. Each intangible asset, less any anticipated residual value, is amortised over its estimated useful life to the RTA. The residual value is zero for all the RTA's intangible assets. It has been determined that there is not an active market for any of the RTA's intangible assets. As such, the assets are recognised and carried at cost less accumulated amortisation and impairment.

Purchased Software

The purchase cost of software has been capitalised and is amortised on a straight-line basis over the period of the expected benefit to the RTA, generally 3 years.

Internally Generated Software

Costs that do not meet the criteria for capitalisation are expensed as incurred. Expenditure on research activities relating to internally-generated intangible assets is recognised as an expense in the period in which it is incurred.

(g) Amortisation of intangibles

All intangible assets of the RTA have finite useful lives and are amortised on a straight line basis.

The following summarises the useful lives and amortisation rates adopted for each category of intangible asset held by the RTA:

Class	Useful Life (years)	Rate %
Intangible assets:		
Software purchased	3	33.3
Software internally generated	3 to 10	10 – 33.3

The RTA is continuing with its major undertaking to develop an improved and integrated Customer Relationship Management (CRM) system. The associated development costs are currently accumulating as Work in Progress

Capital until the work is complete, at which time the asset will be formally recognised as an intangible asset and will begin to be amortised over the asset's estimated useful life to the RTA.

The existing Bond Management System has been fully written down.

(h) Impairment of intangibles

All non-current 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.

The asset's recoverable amount is determined as the higher of the asset's fair value, less costs to sell and depreciated replacement cost.

Any impairment loss is recognised immediately in profit or loss.

(i) Other financial assets

Managed Funds, managed by fund manager QIC, are generally available at call. These investments are held at market value in a portfolio of six products covering various levels of investment risk and investment return (see note 12).

The RTA does not engage in any transactions for speculative purposes.

(j) Leases

A distinction is made in the financial statements between finance leases that effectively transfer from the lessor to the lessee substantially all risks and benefits incidental to ownership, and operating leases, under which the lessor retains substantially all risks and benefits.

The RTA has no finance leases.

Operating lease expenditure is recognised on a straight-line basis over the term of the lease.

(k) 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.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

(l) Rental bonds and unclaimed monies

In accordance with Section 116 of the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld) 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. In accordance with AASB 139 *Financial Instruments: Recognition and Measurement*, bonds are a financial liability and are regarded as being payable on demand. 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.

Unclaimed monies represent cheques issued and returned or still un-presented. 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.

(m) Financial instruments

Recognition

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

Classification

Financial instruments are classified and measured as follows:

- Cash and cash equivalents – held at fair value through profit and loss
- Other financial assets – held at fair value through profit and loss
- Receivables – held at amortised cost
- Payables – held at amortised cost
- Rental bonds and unclaimed bond monies – measured at amortised cost

(n) Employee benefits

Wages, Salaries and Sick Leave

All employees of the RTEO and of the RTA are employed under the Act. No employees are employed under the *Public Service Act 2008* (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.

Annual Leave, Long Service Leave and Time-off-in-lieu (TOIL)

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

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

Superannuation

Employer superannuation contributions are paid to QSuper, the superannuation scheme for Queensland Government employees, at rates determined by the Treasurer on the advice of the State Actuary. Contributions are expensed in the period in which they are paid or payable. The RTA and its controlled entity's obligations are limited to their contribution to QSuper.

The QSuper scheme has defined benefit and defined contribution categories. 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*.

Key Management Personnel and Remuneration

Key management personnel and remuneration disclosures are made in accordance with the *Financial Reporting Requirements for Queensland Government Agencies* issued by Queensland Treasury. Refer to note 4 for the disclosures on key executive management personnel and remuneration.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

(o) 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) and Goods and Services Tax (GST).

The RTA and its controlled entity are also required to comply with Pay-As-You-Go (PAYG) withholding requirements (Cth) and state taxes such as Payroll Tax (QLD).

GST

Investment activity of the RTA is part of the RTA's overall enterprise. Accordingly, the RTA is subject to Division 70 of the GST Act which reduces the entitlement for GST refundable for acquisitions for the purposes of investment portfolio management. Effectively, any GST paid on such expenditure is reduced by 25% (e.g. management fees). Additionally, a small percentage of GST paid on overall RTA operational costs is also disallowed.

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

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

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

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

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

RTEO and RTA are grouped for GST purposes.

(p) Accounting estimates and judgements

The preparation of financial statements necessarily requires the determination and use of certain critical accounting estimates, assumptions and management judgements that have the potential to cause a material adjustment to the

carrying amounts of assets and liabilities within the next financial year. Such estimates, judgements and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.

Estimates and assumptions that have a potential significant effect on the financial statements are outlined in the following financial statement notes:

Employee benefits – note 1(n) and Note 3

Recognition of Intangibles – note 1(f) and Note 15

Depreciation and Amortisation – note 1(e), 1(g) and Note 8

Impairment of non-current assets – note 1(h) and Note 15

(q) Future impact of accounting standards not yet effective

At the date of authorisation of the financial report, the expected impacts of new or amended Australian Accounting Standards issued but with future commencement dates are set out below:

AASB 124 – Related Party Disclosures

From reporting periods beginning on or after 1 July 2016, the RTA will need to comply with the requirements of AASB 124 Related Party Disclosures. That accounting standard requires a range of disclosures about the remuneration of key management personnel, transactions with related parties/entities, and relationships between parent and controlled entities. The RTA already discloses information about remuneration expenses for key management personnel (refer to Note 4) in compliance with the requirement of Queensland Treasury. Therefore, the most significant implications of AASB 124 for the RTA's financial statements will be the disclosures to be made about transactions with related parties, including transactions with key management personnel or close members of their families. It is expected that the implementation of this standard will not have a material impact on future reporting.

AASB 9 Financial Instruments

This new standard (and suite of standards giving effect to amendments to other accounting standards as a result of its introduction) will replace AASB 139 Financial Instruments: Recognition and Measurement for reporting periods beginning on or after 1 January 2018. The key change that may affect the RTA is the simplification of the general classifications of financial assets into those carried at amortised cost and those carried at fair value. The RTA has commenced reviewing the measurement of its financial assets against the new AASB 9 classification and

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

measurement requirements. However, as the classification of financial assets at the date of initial application of AASB 9 will depend on the facts and circumstances existing at that date, the RTA's conclusions will not be confirmed until closer to that time. At this stage the initial application of AASB 9 is not anticipated to have a material effect on the measurement of the RTA's financial assets.

Other changes arising from AASB 9 are not expected to impact on the RTA's financial statements, based on the current transactions and balances of the RTA.

AASB 16 Leases

The new standard, which is effective for financial years beginning on or after 1 January 2019, will replace AASB 117: Leases and introduces a single lessee accounting model that will require a lessee to recognise right-of-use assets and lease liabilities for all leases with a term of more than 12 months, unless the underlying asset is of low value. Right-of-use assets are initially measured at their cost and lease liabilities are initially measured on a present value basis. Subsequent to initial recognition:

- Right-of-use assets are accounted for on a similar basis to non-financial assets, whereby the right-of-use asset is accounted for in accordance with a cost model unless the underlying asset is accounted for on a revaluation basis; and
- Lease liabilities are accounted for on a similar basis as other financial liabilities, whereby interest expense is recognised in respect of the liability and the carrying amount of the liability is reduced to reflect lease payments made.

Although the RTA anticipates that the adoption of AASB 16 may have an impact on the Group's accounting for operating leases, it is impracticable at this stage to provide a reasonable estimate of such impact.

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

(r) First year application of new accounting standards or change in accounting policy

The RTA did not voluntarily change any of its accounting policies during 2015–16.

Accounting Standards Applied for the First Time in 2015–16

No new Australian Accounting Standards effective for the first time in 2015–16 have had any material impact on this financial report.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
2. Income				
Investment revenue				
Interest on cash assets and investments				
Return on investments	25,630	22,691	25,630	22,691
Bank interest	1,773	1,826	1,773	1,826
Total Investment revenue	27,403	24,517	27,403	24,517
Other revenue				
Sundry income	17	17	17	17
Bad debts recovered	-	1	-	1
Total Other revenue	17	18	17	18
Total income	27,420	24,535	27,420	24,535

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
3. Employee expenses				
Employee benefits				
Salaries and wages	15,434	13,490	275	179
Allowances	62	124	-	-
Annual leave expense	42	116	7	6
Long service leave expense	417	333	-	2
Employer superannuation contributions	1,874	1,664	48	18
Total Employee benefits	17,829	15,727	330	205
Employee related expenses				
Fringe benefits tax	7	15	7	14
Workers' compensation insurance	107	89	2	-
Payroll tax	838	742	24	23
Other employee related expenses	261	292	37	-
Total Employee related expenses	1,213	1,138	70	37
Total Employee expenses*	19,042	16,865	400	242

	Group		Parent	
	2016 No.	2015 No.	2016 No.	2015 No.
The number of employees as at 30 June including both full-time employees and part-time employees measured on a full-time equivalent basis is:	196	201	1	1

* Total Employee expenses for the group include redundancies of \$351,842 in the 2015–16 financial year (2014-15: \$nil). Also included was an ex-gratia (Section 831) payment to former core agreement employees totalling \$12,242 (2014-15: \$nil).

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

4. Key executive management personnel and remuneration expenses

(a) Key Executive Management personnel

The following details for key executive 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 2015–16. Further information on these positions can be found in the body of the Annual Report under the section relating to Executive management.

Position	Responsibilities	Current Incumbents	
		Contract classification and appointment Authority	Date appointed to position
Chief Executive Officer	The Chief Executive Officer is responsible for ensuring the authority is managed as required by the policies of the board.	CEO /s487 Residential Tenancies and Rooming Accommodation Act 2008	Appointed 5 May 2015
Chief Finance Officer	Responsible for the management of the Corporate Services team, providing internal support to the RTA through Human Resources, corporate support, legal and financial management.	SES 2; s497 Residential Tenancies and Rooming Accommodation Act 2008	Appointed 2 November 2015
Acting Executive Manager – Corporate Services*	Was responsible for the management of the Corporate Services team, providing internal support to the RTA through Human Resources, corporate support, legal and financial management.	SO 3; s497 Residential Tenancies and Rooming Accommodation Act 2008 (Acting at Level)	Appointed 1 November 2014 Ceased 30 October 2015 (Temporary Assignment)
Executive Manager – Rental Bonds Services	Oversees the RTA's provision of a rental bond custodial service including the processing of all bond lodgements and refunds.	AO8; s497 Residential Tenancies and Rooming Accommodation Act 2008	Appointed 11 May 2009
Acting Executive Manager – Information Management Services**	Was responsible for the myRTA Program team, information technology and business improvement with the primary objective to ensure better systems and business processes for the RTA.	SES 2; s497 Residential Tenancies and Rooming Accommodation Act 2008 (Acting on higher duties)	Appointed 11 November 2013 Ceased 17 July 2015 (Temporary Appointment)
Acting Executive Manager – Information Management Services**	Was responsible for the myRTA Program team, information technology and business improvement with the primary objective to ensure better systems and business processes for the RTA.	SES 2; s497 Residential Tenancies and Rooming Accommodation Act 2008 (Acting on higher duties)	Appointed 22 June 2015 Ceased 30 September 2015 (Temporary Assignment)
Chief Information Officer	Responsible for the myRTA Program team, information technology and business improvement with the primary objective to ensure better systems and business processes for the RTA.	SES 2; s497 Residential Tenancies and Rooming Accommodation Act 2008	Appointed 6 October 2015
Program Director – Portfolio Management and Delivery	Responsible for projects within Portfolio Management and Delivery and to program lead for the my RTA program.	SO 2; s497 Residential Tenancies and Rooming Accommodation Act 2008 (Acting on higher duties)	Appointed 7 March 2016
Executive Manager – Policy and Education	Heads the Policy and Education Services team, undertaking research, policy development, community engagement and investigations to maintain integrity and balance with Queensland's rental sector while supporting RTA clients through external communication channels.	SO 3; s497 Residential Tenancies and Rooming Accommodation Act 2008	Appointed 25 October 1999*

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

4. Key executive management personnel and remuneration expenses (continued)

(a) Key Executive Management personnel (continued)

Position	Responsibilities	Current Incumbents	
		Contract classification and appointment Authority	Date appointed to position
Acting Executive Manager – Policy and Education	Heads the Policy and Education Services team, undertaking research, policy development, community engagement and investigations to maintain integrity and balance with Queensland's rental sector while supporting RTA clients through external communication channels.	SO 1; <i>s497 Residential Tenancies and Rooming Accommodation Act 2008</i> (Acting on higher duties)	Appointed 3 November 2014 (Temporary assignment)
Executive Manager – Client Services	Heads the RTA's Client Services team which personalises tenancy information to clients via telephone, email and face-to-face. The division also manages a dispute resolution service where they provide impartial assistance to help resolve tenancy disagreements.	SO 1; <i>s497 Residential Tenancies and Rooming Accommodation Act 2008</i>	Appointed 29 August 2011

* Executive Manager – Policy and Education was relieving in the Executive Manager - Corporate Services role until the 30th October 2015. This role no longer exists with the Chief Finance Officer position now holding these accountabilities and role requirements.

** The Acting Executive Manager – Information Management Services role no longer exists with the Chief Information Officer position now holding these accountabilities and role requirements.

(b) Remuneration

Remuneration policy for the RTA and its controlled entity is provided for under the Act. Pursuant to this, the executive officer of the RTEO is the same person who holds an existing appointment as the Chief Executive Officer of the RTA. The RTA Chief Executive Officer is appointed by Governor in Council and not under the Act.

The details of the other terms of employment (including motor vehicle entitlements) for the Chief Executive Officer position are specified in the employment contract. The current Chief Executive Officer has been appointed to the RTA on a five year contract effective from the 13 April 2015.

For the 2015–16 year, the remuneration of key executive management personnel increased by 2.5% (14–15 2.2%) for Senior Officers and for Administrative Officers, in accordance with government policy.

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

- Short term employee benefits which include:
 - Base – consisting of base salary, allowance and leave entitlements paid and provided for the entire year or for that part of the year during which the employee

occupied the specified position. Amounts disclosed equal the amount expensed in the Statement of Comprehensive Income.

- Non-monetary benefits – consisting of provision of vehicle together with fringe benefits tax applicable to the benefit.
- Long term employee benefits include long service leave accrued.
- Post employment benefits include employer superannuation contributions.
- Termination benefits are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payments in lieu of notice on termination, regardless of the reason for termination.

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

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

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

4. Key executive management personnel and remuneration expenses (continued)

(b) Remuneration (continued)

1 July 2015–30 June 2016

Position (service date if less than full year)	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	272	-	6	30	-	308
Chief Finance Officer (02 November 2015 – 30 June 2016)	114	-	2	12	-	128
Acting Executive Manager – Corporate Services (1 July 2015 to 30 October 2015 (Temporary Assignment)	46	-	1	6	-	53
Executive Manager – Rental Bonds Services	117	-	3	14	-	134
Acting Executive Manager Information Management Services (1 July 2015 to 17 July 2015)	10	-	-	1	11	22
Acting Executive Manager Information Management Services (1 July 2015 to 30 September 2015)	37	-	2	4	-	43
Chief Information Officer (6 October 2015 to 30 June 2016)	123	-	3	13	-	139
Program Director, Portfolio Management and Delivery (1 October 2015 to 30 June 2016)	97	-	2	12	-	111
Executive Manager – Policy and Education	89	-	2	11	-	102
Acting Executive Manager – Policy and Education (1 July 2015 to 30 October 2015)	59	-	2	7	-	68
Executive Manager – Client Services	126	-	3	16	-	145

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

4. Key executive management personnel and remuneration expenses (continued)

(b) Remuneration (continued)

1 July 2014–30 June 2015

Position (service date if less than full year)	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 (Temporary appointment ceased 2 March 2015)	126	-	-	13	22	161
Chief Executive Officer Delegate (3 March 2015 to 5 May 2015)	36	-	1	4	-	41
Chief Executive Officer (13 April 2015 to 30 June 2015)	30	-	-	3	-	33
Acting Executive Manager – Corporate Services (Temporary appointment ceased 31 October 2014)	43	-	1	6	-	50
Acting Executive Manager – Corporate Services (1 November 2014 to 30 June 2015)	84	1	2	10	-	97
Executive Manager – Rental Bonds Services	113	-	3	14	-	130
Acting Executive Manager Information Management Services*	161	1	3	15	-	180
Acting Executive Manager Information Management Services (3 March 2015 to 5 May 2015)	24	-	-	3	-	27
Executive Manager – Policy and Education (1 July 2014 to 31 October 2014)	44	1	1	5	-	51
Acting Executive Manager – Policy and Education (3 November 2014 to 30 June 2015)	78	-	3	8	-	89
Executive Manager – Client Services	122	-	3	15	-	140

* The remuneration package for the Acting Executive Manager Information Management Services included a special gratuity payment of \$25,489.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

5. Board disclosures

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

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

(a) The RTA's Board is made up of the following members:

Member	Date of Appointment
Current Board	
Ms Catherine Sinclair (Chair)	April 2013
Ms Deborah Duffy	April 2010
Ms Jane Seawright	November 2012
Ms Helen Roslyn Wallace	April 2004
Mr Darryl Mutzelburg	April 2013
Ms Penny Gillespie	November 2013
Ms Jan Williams	November 2013

Board Members Remuneration

The number of Board Members who received or were due to receive total remuneration on balance date:

Remuneration Band:

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
\$0 to \$999	-	-	-	-
\$1,000 to \$9,999	-	-	-	-
\$10,000 to \$19,999	-	-	-	-
\$20,000 to \$29,999	6	6	6	6
\$30,000 to \$39,999	-	-	-	-
\$40,000 to \$49,999	-	-	-	-
\$50,000 to \$59,999	1	1	1	1
Total	7	7	7	7

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

5. Board disclosures (continued)

Board members remuneration (continued)

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
The total remuneration paid to Board Members:				
Ms Catherine Sinclair (Chair)	51	51	51	51
Ms Deborah Duffy	21	21	21	21
Ms Helen Roslyn Wallace	20	21	20	21
Mr Darryl Mutzelburg	20	20	20	20
Ms Jane Seawright	20	20	20	20
Ms Penny Gillespie	20	20	20	20
Ms Jan Williams	20	20	20	20
Total Board member payments	172	173	172	173

The 2015–16 board fees included fees of \$157,206 plus superannuation of \$14,935. The 2014–15 board fees included fees of \$157,808 plus superannuation of \$14,935.

(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.

(c) Board Members appointments and memberships

The following list comprises both current Board members and those who were Board members at any time during the year.

Board Members hold appointments and/or memberships as follows:

Ms Catherine Sinclair (Chair)	Chair, Residential Tenancies Authority Director, The Consultancy Bureau Director, National Board of Committee for Economic Development of Australia Councillor, Royal National Agricultural and Industrial Association of Queensland
Ms Deborah Duffy	Board member, Residential Tenancies Authority Director, REIQ Director, KAM3 Pty Ltd
Mr Darryl Mutzelburg	Board member, Residential Tenancies Authority

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

5. Board disclosures (continued)

(c) Board members appointments and memberships (continued)

Ms Jane Seawright	Board member, Residential Tenancies Authority Director, The Australian Festival of Chamber Music President, Netball Queensland Company Secretary, CMTE Development Limited Trading as CRC Mining and subsidiaries EdanSafe Pty Ltd, CBM Innovations Pty Ltd, GeoMole Pty Ltd, Unidig Pty Ltd, Unidig 2 Pty Ltd, Odyssey Technology Pty Ltd, EzyMine Pty Ltd, MineWare Pty Ltd, CMTE Share Plan Pty Ltd, UDDTek Pty Ltd, Dig Technologies Pty Ltd, Intellidrill Pty Ltd Company Secretary, Northern Australia Primary Health Limited Fellow, Australian Institute of Company Directors Member, Queensland Law Society.
Ms Helen Roslyn Wallace	Board member, Residential Tenancies Authority Secretary, The Property Owners' Association of Queensland Member, The Unit Owners Association of Queensland
Ms Penny Gillespie	Board member, Residential Tenancies Authority
Ms Jan Williams	Board member, Residential Tenancies Authority Director, Defence Housing Australia

(d) Audit and Risk Committee

The RTA Board has also formed an Audit and Risk Committee that is chaired by Ms Susan Rix AM, who is an independent member. Ms Rix AM is a Chartered Accountant and partner at BDO (Qld) Pty Ltd.

During the 2015–16 financial year, Ms Rix was paid a total of \$4,950 GST Excl (14–15 \$3,700) as remuneration for her role on the Audit and Risk Committee. The remuneration for all other Audit and Risk Committee members is disclosed in the remuneration paid to Board Members refer to Note 5 (a).

The RTA's Audit and Risk Committee is made up of the following members:

Member	Date of Appointment
Ms Susan Rix AM (Chair)	April 2013
Ms Catherine Sinclair (Ex-officio)	April 2013
Ms Jane Seawright	April 2013
Ms Helen Roslyn Wallace	April 2010
Mr Darryl Mutzelburg	April 2013
Ms Jan Williams	July 2014

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
6. Supplies and services				
Advertising	32	141	32	26
Mailing services	302	322	302	322
Archival fees and charges	75	52	75	52
Bank charges	101	79	101	79
Board fees	158	188	158	188
Contractors and consultants	7,300	9,335	7,265	9,165
Equipment expensed	249	257	249	257
Investment fees	1,567	1,689	1,567	1,689
Legal expenses	36	104	36	104
Operating lease rental	2,253	2,228	2,253	2,228
Postage	569	474	569	474
Printing and stationery	115	172	115	172
Repairs and maintenance	113	69	113	69
RTEO service fees	-	-	18,788	16,930
Software maintenance	533	611	533	611
Software licences	129	88	129	88
Telephone	178	207	177	207
Travel expenses	50	28	46	27
Other supplies and services	884	792	781	774
Less: Capitalised costs	(2,717)	(3,330)	(2,717)	(3,330)
Total Supplies and services	11,927	13,506	30,572	30,132

7. Grants and subsidies

Department of Housing and Public Works	5,000	2,595	5,000	2,595
Total Grants	5,000	2,595	5,000	2,595

The RTA paid a grant of \$5,000,000 (2015: \$2,595,000) to the Department of Housing and Public Works for the Affordable Residential Accommodation Scheme, to support the provision of affordable residential accommodation in high needs areas.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
8. Depreciation and amortisation				
Depreciation and amortisation were incurred in respect of:				
Plant and equipment	43	59	43	59
Computer equipment	108	104	108	104
Leasehold improvements	275	275	275	275
Intangible assets				
Internally generated software	-	33	-	33
Purchased software	146	198	146	198
Total Depreciation and amortisation	572	669	572	669

9. Impairment losses

Intangible Assets	329	650	329	650
Total Impairment Losses	329	650	329	650

Refer to Note 15 for details of the recognised impairment loss.

10. Other expenses

External audit fees*	34	33	31	30
Internal audit fees	148	103	148	103
Bad and impaired debts	38	28	38	28
Insurance premiums	105	99	105	99
Total Other Expenses	325	263	322	260

* Total external audit fees paid to Queensland Audit Office relating to the 2015–16 financial year are estimated to be \$34,100 for the Group (2015: \$33,000 for the Group). There are no non-audit services included in this amount.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
11. Cash and cash equivalents				
Petty cash	-	1	-	1
Cash at bank	2,342	3,933	2,135	3,822
Queensland Treasury Corporation (QTC)	60,550	5,850	60,550	5,850
Term deposits	8,000	40,500	8,000	40,500
Total Cash and cash equivalents	70,892	50,284	70,685	50,173

Interest earned on cash held with the Commonwealth Bank of Australia ranged between 0.09% p.a. and 1.15% p.a. (2015: 1.15% p.a. to 2.30% p.a.). Interest earned on QTC deposits ranged from 2.71% p.a. and 3.22% p.a. (2015: 2.66% p.a. and 3.32% p.a.). The term deposits earned interest between 2.93% p.a. and 3.13% p.a. (2015: 3.01% p.a. to 3.78% p.a.).

12. Other financial assets

Managed Funds – QIC	753,341	754,388	753,341	754,388
Total Other Financial Assets	753,341	754,388	753,341	754,388

Represented by:

	Group			
	Annual average return on investments	Treasurer approved strategic asset allocation parameter	Actual Allocation	Amount \$'000
QIC Investment Products as at 30 June 2016				
QIC Bond Plus Fund	3.02%	0 – 45%	20.33%	153,181
QIC Cash Enhanced Fund	2.68%	0 – 100%	34.24%	257,921
QIC Global Credit Fund	2.59%	0 – 45%	29.89%	225,118
QIC Global Credit Opportunities Fund	5.81%	0 – 20%	0.26%	1,975
QIC Property Fund	10.10%	0 – 20%	15.28%	115,146
Total Portfolio	3.45%		100.00%	753,341
QIC Investment Products as at 30 June 2015				
QIC Absolute Return Bond Fund	-0.26%	0 – 30%	12.50%	93,752
QIC Bond Plus Fund	2.42%	0 – 45%	19.90%	149,935
QIC Cash Enhanced Fund	2.92%	0 – 100%	21.50%	161,965
QIC Global Credit Fund	1.97%	0 – 45%	30.30%	228,645
QIC Global Credit Opportunities Fund	7.53%	0 – 20%	0.20%	1,866
QIC Property Fund	10.52%	0 – 20%	14.50%	109,578
Duration Overlay*			1.10%	8,647
Total Portfolio	3.08%		100.00%	754,388

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

12. Other financial assets (continued)

Represented by:

	Parent			
	Annual average return on investments	Treasurer approved strategic asset allocation parameter	Actual Allocation	Amount \$'000
QIC Investment Products as at 30 June 2016				
QIC Bond Plus Fund	3.02%	0 – 45%	20.33%	153,181
QIC Cash Enhanced Fund	2.68%	0 – 100%	34.24%	257,921
QIC Global Credit Fund	2.59%	0 – 45%	29.89%	225,118
QIC Global Credit Opportunities Fund	5.81%	0 – 20%	0.26%	1,975
QIC Property Fund	10.10%	0 – 20%	15.28%	115,146
Total Portfolio	3.45%		100.00%	753,341
QIC Investment Products as at 30 June 2015				
QIC Absolute Return Bond Fund	-0.26%	0 – 30%	12.50%	93,752
QIC Bond Plus Fund	2.42%	0 – 45%	19.90%	149,935
QIC Cash Enhanced Fund	2.92%	0 – 100%	21.50%	161,965
QIC Global Credit Fund	1.97%	0 – 45%	30.30%	228,645
QIC Global Credit Opportunities Fund	7.53%	0 – 20%	0.20%	1,866
QIC Property Fund	10.52%	0 – 20%	14.50%	109,578
Duration Overlay*			1.10%	8,647
Total Portfolio	3.08%		100.00%	754,388

* The Duration Overlay is used by QIC to manage market risk.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
13. Receivables				
Debtors	69	79	54	79
Accrued interest revenue	219	175	219	175
GST receivable	207	238	207	238
Total Receivables	495	492	480	492

Amounts due have been calculated in accordance with the terms and conditions of the respective debtors and do not bear interest.

Refer to note 22(c) Financial Instruments (Credit Risk Exposure) for further information regarding how the risk for impairment loss is measured and calculated.

14. Other assets

CURRENT				
Prepayments	600	700	586	688
Total Current	600	700	586	688
NON-CURRENT				
Prepayments	78	142	78	142
Total Non-current	78	142	78	142
Total Other assets	678	842	664	830

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
15. Intangible assets				
Software purchased: At cost				
Gross	911	911	911	911
Less: Accumulated amortisation	(804)	(658)	(804)	(658)
	107	253	107	253
Software internally generated: At cost				
Gross	2,995	2,995	2,995	2,995
Less: Accumulated amortisation	(2,995)	(2,995)	(2,995)	(2,995)
	-	-	-	-
Work in progress: At cost				
Gross	8,111	5,723	8,111	5,723
Total intangible assets	8,218	5,976	8,218	5,976

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

15. Intangible assets (continued)

Intangible Assets Reconciliation

	Software Internally Generated	Software Purchased	Software Work In Progress	Total
Group				
2016	\$'000	\$'000	\$'000	\$'000
Carrying amount at 1 July 2015	-	253	5,723	5,976
Acquisitions through internal development	-	-	2,717	2,717
Amortisation	-	(146)	-	(146)
Impairment losses recognised in operating deficit **	-	-	(329)	(329)
Carrying amount at 30 June 2016	-	107	8,111	8,218
2015				
Carrying amount at 1 July 2014	33	65	3,405	3,503
Acquisitions through internal development	-	-	3,354	3,354
Amortisation	(33)	(198)	-	(231)
Reallocation to Software Purchased*	-	386	(386)	-
Impairment losses recognised in operating deficit**	-	-	(650)	(650)
Carrying amount at 30 June 2015	-	253	5,723	5,976

* A reallocation of \$386K was processed as a result of Software purchased that was previously capitalised as WIP being reclassified to Software Purchased in the 14–15 year.

** Impairment losses are shown as a separate line item in the Statement of Comprehensive Income. Impairment loss expense for the current year regarding the myRTA Software Work in Progress is \$329,000 (2015: \$650,000). This is as a result of previously capitalised development costs that are no longer being utilised by the organisation.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
16. Property, plant and equipment				
Leasehold improvements: At cost				
Gross	2,799	2,799	2,799	2,799
Less: Accumulated depreciation	(1,744)	(1,468)	(1,744)	(1,468)
	1,055	1,331	1,055	1,331
Plant and equipment: At cost				
Gross	319	268	319	268
Less: Accumulated depreciation	(259)	(217)	(259)	(217)
	60	51	60	51
Computer hardware: At cost				
Gross	1,264	1,132	1,264	1,132
Less: Accumulated depreciation	(1,006)	(898)	(1,006)	(898)
	258	234	258	234
Total property, plant and equipment	1,373	1,616	1,373	1,616

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

16. Property, plant and equipment (continued)

Property, Plant and Equipment Reconciliation

	Leasehold Improve- ments	Plant and Equipment	Computer Hardware	Total
Group				
2016	\$'000	\$'000	\$'000	\$'000
Carrying amount at 1 July 2015	1,331	51	234	1,616
Acquisitions	-	52	132	184
Depreciation	(276)	(43)	(108)	(427)
Carrying amount at 30 June 2016	1,055	60	258	1,373
2015				
Carrying amount at 1 July 2014	1,606	110	186	1,902
Acquisitions	-	-	152	152
Depreciation	(275)	(59)	(104)	(438)
Carrying amount at 30 June 2015	1,331	51	234	1,616
Parent				
Carrying amount at 1 July 2015	1,331	51	234	1,616
Acquisitions	-	52	132	184
Depreciation	(276)	(43)	(108)	(427)
Carrying amount at 30 June 2016	1,055	60	258	1,373
2015				
Carrying amount at 1 July 2014	1,606	110	186	1,902
Acquisitions	-	-	152	152
Depreciation	(275)	(59)	(104)	(438)
Carrying amount at 30 June 2015	1,331	51	234	1,616

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
17. Payables				
CURRENT				
a. Payables				
Trade creditors	1,230	1,684	1,146	1,492
Payables to RTEO	-	-	3,777	3,693
International transfers	11	-	11	-
	1,241	1,684	4,934	5,185
b. Rental bonds and unclaimed monies				
Rental bonds	774,084	744,369	774,084	744,369
Unclaimed bond monies *	12,589	11,126	12,589	11,126
	786,673	755,495	786,673	755,495
Total Current	787,914	757,179	791,607	760,680
NON-CURRENT				
c. Operating lease payable				
Operating lease payable **	325	202	325	202
Total Non-current	325	202	325	202
Total Payables	788,239	757,381	791,932	760,882

* Under s151 of the *Residential Tenancies and Rooming Accommodation Act 2008* a rental bond claim cheque that has not been presented within 15 months is classified as unclaimed bond monies.

** Relates to the operating lease agreement for the RTA's current premises, 179 Turbot St, Brisbane. The lease agreement ends in April 2020 with a further term option of three years available.

18. Accrued employee benefits

CURRENT				
Annual leave	1,198	1,156	13	6
Long service leave	1,615	1,209	3	2
Wages Outstanding	262	125	6	3
Time off in lieu	3	3	-	-
Paid Parental Leave	4	-	-	-
Total Current	3,082	2,493	22	11
NON-CURRENT				
Long service leave	869	1,142	-	-
Total Non-current	869	1,142	-	-
Total Accrued employee benefits	3,951	3,635	22	11

All provisions include associated on-costs.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
19. 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:				
Total Cash & cash equivalents	70,892	50,284	70,685	50,173
Balance per Statement of Cash Flows	70,892	50,284	70,685	50,173
Operating result	(9,775)	(10,013)	(9,775)	(10,013)
Add: Depreciation and amortisation	572	669	572	669
Impairment Losses	329	650	329	650
Increase in Accrued employee benefits	316	312	11	11
Decrease in Receivables	-	265	12	264
Decrease in Prepayments	164	-	165	-
Increase in trade creditors	-	-	-	165
Increase in Unclaimed bonds	1,463	1,492	1,463	1,492
Increase in Rental bonds	29,715	22,900	29,715	22,900
Increase in operating lease payable	123	202	123	202
	22,907	16,477	22,615	16,340
Less:				
Increase in Receivables	3	-	-	-
Decrease in Trade creditors	443	108	250	-
Increase in Prepayments	-	369	-	359
Unrealised increase in investments	25,630	22,691	25,630	22,691
Net Cash used in operating activities	(3,169)	(6,691)	(3,265)	(6,710)

20. Financing arrangements

Access was available at balance date to the following lines of credit:

Corporate credit cards	200	200	200	200
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Notes to the Financial Statements (continued)

for the year ended 30 June 2016

Group		Parent	
2016	2015	2016	2015
\$'000	\$'000	\$'000	\$'000

21. Commitments for expenditure

(a) Capital commitments

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

(b) Other expenditure commitments

Other expenditure committed for at the reporting date (inclusive of anticipated GST where applicable) but not recognised in the financial statements as liabilities:

These expenditures are payable:

Not later than one year	4,528	2,400	4,499	2,400
Later than one year and not later than 5 years	-	55	-	55
	4,528	2,455	4,499	2,455

The RTA has commitments for temporary staff and consultants to assist with the development of the myRTA project. Depending on the tasks undertaken some of these costs may be capitalised, however this will be determined as specific project workplans are developed and assessed against the capitalisation requirements of AASB 138 Intangible Assets.

(c) Finance lease commitments

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

(d) Non-cancellable operating lease commitments

Commitments under operating leases at reporting date are inclusive of anticipated GST and are payable as follows:

Accommodation	9,770	12,087	9,770	12,087
<u>Total Future Minimum Lease Payments</u>				
Not later than one year	2,410	2,317	2,410	2,317
Later than one year and not later than 5 years	7,360	9,770	7,360	9,770
Later than 5 years	-	-	-	-
	9,770	12,087	9,770	12,087

In 2009–10, the RTA entered into an office accommodation operating lease agreement for its current premises, 179 Turbot St, Brisbane.

The lease agreement is for a term of 10 years and two months with a further term option of three years. Lease payments are fixed with allowance for a fixed percentage escalation on each anniversary of the commencement date of the agreement. The lease contains no restrictions on financing or other leasing activities.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

Notes	Group		Parent	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000

22. Financial instruments

(a) Categorisation of financial instruments

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

Category					
Financial assets					
Financial assets measured at fair value through profit and loss:					
Cash and cash equivalents	11	70,892	50,284	70,685	50,173
Other financial assets	12	753,341	754,388	753,341	754,388
Financial assets measured at amortised cost:					
Receivables	13	495	492	480	492
Total Financial assets		824,728	805,164	824,506	805,053
Financial liabilities					
Financial liabilities measured at amortised cost:					
Payables	17	1,241	1,684	4,934	5,185
Rental bonds and unclaimed monies	17	786,673	755,495	786,673	755,495
Operating lease payable	17	325	202	325	202
Total Financial Liabilities		788,239	757,381	791,932	760,882

(b) Financial Risk Management

The RTA's activities expose it to a variety of financial risks – credit risk, liquidity risk and market risk (interest and other price risk).

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 measures risk exposure using a variety of methods as follows:

Risk Exposure	Measurement Method
Credit Risk	Aging analysis, earnings at risk
Liquidity Risk	Sensitivity analysis
Market Risk	Investment earnings sensitivity analysis

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

22. Financial instruments (continued)

(c) Credit Risk Exposure

Credit risk exposure refers to the situation where the RTA or its controlled entity may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.

The maximum exposure to credit risk at balance date in relation to each class of recognised financial asset is the gross carrying amount of those assets inclusive of any provisions for impairment, as represented below:

	Notes	Group		Parent	
		2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
Maximum exposure to credit risk					
Financial assets					
Cash and cash equivalents	11	70,892	50,284	70,685	50,173
Other financial assets	12	753,341	754,388	753,341	754,388
Receivables	13	495	492	480	492
Total Financial assets		824,728	805,164	824,506	805,053

No collateral is held as security and no credit enhancements relate to financial assets held by the RTA or its controlled entity.

The RTA and its controlled entity manage credit risk through the use of a credit management strategy. This strategy aims to reduce the exposure to credit default by ensuring that the RTA invests in secure assets and monitors all funds owed on a timely and ongoing basis.

The RTA manages its exposure to credit risk on investments through compliance with the SBFA Act, Queensland Treasury Guidelines and a formal investment strategy approved by the RTA Board. The Treasurer must approve through Section 61A of the SBFA Act the strategic asset allocation parameters. The Treasurer approved the RTA to appoint QIC as its fund manager under section 59 of the SBFA Act on 23 November 2004.

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.

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.

No financial assets are past due as at 30 June 2016 (2015: \$nil).

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

22. Financial instruments (continued)

(d) Liquidity Risk

Liquidity risk refers to the situation where the RTA and its controlled entity may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.

The RTA and its controlled entity are exposed to liquidity risk only in respect of payables and rental bonds and unclaimed monies. Presently, the RTA or its controlled entity have no borrowings.

The RTA and its controlled entity manage liquidity risk on the basis of the Funds Management Strategy and the Investment Policy. These policies aim 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.

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
Notes		\$'000	\$'000	\$'000	\$'000
2016					
Financial liabilities					
	Payables	1,241	-	-	1,241
	Rental bonds and unclaimed monies	786,673	-	-	786,673
	Operating lease payable	-	325	-	325
	Total Financial liabilities	787,914	325	-	788,239
2015					
Financial liabilities					
	Payables	1,684	-	-	1,684
	Rental bonds and unclaimed monies	755,495	-	-	755,495
	Operating lease payable	-	202	-	202
	Total Financial liabilities	757,179	202	-	757,381

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

22. Financial instruments (continued)

(d) Liquidity Risk (continued)

		Parent			
		Payable in:			
	Notes	≤ 1 year \$'000	> 1 year ≤ 5 years \$'000	> 5 years \$'000	Total \$'000
2016					
Financial liabilities					
Payables	17	4,934	-	-	4,934
Rental bonds and unclaimed monies	17	786,673	-	-	786,673
Operating lease payable	17	-	325	-	325
Total Financial liabilities		791,607	325	-	791,932
2015					
Financial liabilities					
Payables	17	5,185	-	-	5,185
Rental bonds and unclaimed monies	17	755,495	-	-	755,495
Operating lease payable	17	-	202	-	202
Total Financial liabilities		760,680	202	-	760,882

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

22. Financial instruments (continued)

(e) Market risk

The RTA and its controlled entity do not trade in foreign currency and are not exposed to material commodity price changes. The RTA is exposed to interest rate and other price risks through its large investment with the QIC and other short term investments with financial institutions. Through the investment strategy with QIC, the RTA is exposed to the risk of movements in domestic and international bond yields.

The RTA manages its exposure to market risk on investments through compliance with the Statutory Bodies Financial Arrangements 1982 Act, Queensland Treasury Guidelines and a formal investment strategy approved by the RTA Board. The Treasurer must approve through Section 61A of the SBFA Act the strategic asset allocation parameters. The Treasurer approved the RTA to appoint QIC as its fund manager under section 59 of the SBFA Act on 23 November 2004.

The RTA and its controlled entity continually assess interest rate exposure and the impact of market volatilities throughout the year. Generally, the analysis is based on forecasts with shifts in returns both positive and negative through applying volatility estimates. To reflect a similar analysis for the purpose of this report, with all other variables held constant, if the average investment return across the complete portfolio had varied +20 or - 50 basis points for the 2015–16 year, the outcome for the RTA and its controlled entity is summarised in the table below:

	Carring amount	Return on earnings basis points			Equity
		50 pts less than actual	Operating Surplus/ (Deficit)	20 pts greater than actual	
Group					
	\$'000	\$'000	\$'000	\$'000	\$'000
2016 Market risk					
Investment earning variation	753,341	(3,767)	(3,767)	1,507	1,507
Actual result		(9,775)	42,807	(9,775)	42,807
Changed result		(13,542)	39,040	(8,268)	44,314
2015 Market risk					
Investment earning variation	754,388	(3,772)	(3,772)	1,509	1,509
Actual result		(10,013)	52,582	(10,013)	52,582
Changed result		(13,785)	48,810	(8,504)	54,091

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

22. Financial instruments (continued)

(e) Market risk (continued)

	Carring amount	Return on earnings basis points		Equity	Equity
		50 pts less than actual	20 pts greater than actual		
		Operating Surplus/ (Deficit)		Operating Surplus/ (Deficit)	
		Parent			
	\$'000	\$'000	\$'000	\$'000	\$'000
2016 Market risk					
Investment earning variation	753,341	(3,767)	(3,767)	1,507	1,507
Actual result		(9,775)	42,807	(9,775)	42,807
Changed result		(13,542)	39,040	(8,268)	44,314
2015 Market risk					
Investment earning variation	754,388	(3,772)	(3,772)	1,509	1,509
Actual result		(10,013)	52,582	(10,013)	52,582
Changed result		(13,785)	48,810	(8,504)	54,091

23. Related party disclosures

During the year, the RTA paid service fee income to its controlled entity, the RTEO, of \$18,788,000 (2015: \$16,930,000).

24. Contingencies

The RTA and its controlled entity are not aware of any contingent assets or liabilities at reporting date or at the date of this financial report.

25. Events occurring after balance date

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

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

26. Budget vs. actual comparison

Statement of Comprehensive Income

	Variance Notes	Original Budget 2016 \$'000	Actual 2016 \$'000	Variance \$'000	Variance % of Budget
Income					
Investment revenue	1	31,047	27,403	(3,644)	-12%
Other revenue		-	17	17	
Total income		31,047	27,420	(3,627)	-12%
Expenses					
Employee expenses	2	22,271	19,042	3,229	14%
Supplies and services	3	11,221	11,927	(706)	-6%
Grants and subsidies		5,000	5,000	-	0%
Depreciation and amortisation	4	1,293	572	721	56%
Impairment Losses	5	-	329	(329)	
Other expenses		212	325	(113)	-53%
Total expenses		39,997	37,195	2,802	7%
Operating result	6	(8,950)	(9,775)	(825)	-9%
Other Comprehensive Income		-	-	-	-
Total Operating Result		(8,950)	(9,775)	(825)	-9%

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

26. Budget vs. actual comparison (continued)

Statement of Financial Position

	Variance Notes	Original Budget 2016 \$'000	Actual 2016 \$'000	Variance \$'000	Variance % of Budget
Current assets					
Cash and cash equivalents	7	31,383	70,892	39,509	126%
Other financial assets	8	777,493	753,341	(24,152)	-3%
Receivables		471	495	24	5%
Other current assets	9	380	600	220	58%
Total current assets		809,727	825,328	15,601	2%
Non current assets					
Intangible assets	10	15,128	8,218	(6,910)	-46%
Property, plant and equipment	11	1,093	1,373	280	26%
Other non-current assets	9	-	78	78	
Total non current assets		16,221	9,669	(6,552)	-40%
Total assets		825,948	834,997	9,049	1%
Current liabilities					
Payables		1,165	1,241	(76)	-7%
Rental bonds and unclaimed monies	12	775,253	786,673	(11,420)	-1%
Accrued employee benefits	13	2,597	3,082	(485)	-19%
Total current liabilities		779,015	790,996	(11,981)	-2%
Non current liabilities					
Operating lease payable		-	325	(325)	
Accrued employee benefits	13	1,076	869	207	19%
Total non current liabilities		1,076	1,194	(118)	-11%
Total liabilities		780,091	792,190	(12,099)	-2%
Net assets		45,857	42,807	(3,050)	-7%
Equity					
Accumulated surplus		45,857	42,807	(3,050)	-7%
Total equity	14	45,857	42,807	(3,050)	-7%

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

26. Budget vs. actual comparison (continued)

Statement of Cash Flows

	Variance Notes	Original Budget 2016 \$'000	Actual 2016 \$'000	Variance \$'000	Variance % of Budget
Cash flows from operating activities					
<i>Inflows</i>					
Interest income	15	1,107	1,729	622	56%
Bond lodgements		396,799	388,954	(7,845)	-2%
Other operating receipts		2	17	15	750%
GST collected from customers		1	1	-	0%
GST refunds received		1,450	1,471	21	1%
<i>Outflows</i>					
Bond claims		(357,061)	(357,868)	(807)	0%
Employee expenses	16	(22,093)	(18,726)	3,367	15%
Supplies and services	17	(11,339)	(11,922)	(583)	-5%
Grants and subsidies		(5,000)	(5,000)	-	0%
Other expenses		(373)	(359)	14	4%
GST paid to suppliers		(1,474)	(1,466)	8	1%
Net cash provided by operating activities		2,019	(3,169)	(5,188)	257%
Cash flows from investing activities					
<i>Inflows</i>					
Investments redeemed	18	30,086	61,576	31,490	105%
<i>Outflows</i>					
Payments for property, plant and equipment		(215)	(184)	31	14%
Payments for intangibles	19	(8,305)	(2,717)	5,588	67%
Payments for investments		(36,382)	(34,898)	1,484	4%
Net cash used in investing activities		(14,816)	23,777	38,593	-260%
Net increase/(decrease) in cash and cash equivalents	20	(12,797)	20,608	33,405	261%
Cash and cash equivalents at beginning of financial year		44,180	50,284	6,104	14%
Cash and cash equivalents at end of financial year		31,383	70,892	39,509	126%

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

26. Budget vs. actual comparison (continued)

Explanations of Major Variances

Statement of Comprehensive Income

1. Decrease in investment revenue is due to lower than expected return on investments this financial year (3.4% compared with 4.0% budgeted), reflecting continued low interest rates in Australia and Globally.
2. Employee expenses are lower than budget due to staff vacancies, some of which were filled by agency staff, refer note 3 below.
3. Supplies and services exceed budget due largely to an increase in agency fees, refer note 2 above.
4. Depreciation and amortisation was lower than budget mainly due to lower amortisation resulting from the delay in implementation of the myRTA system.
5. Impairment loss expense for the current year regarding the myRTA Work in Progress is \$329,000 compared to a nil budget. This is as a result of previously capitalised design costs that are no longer being utilised by the organisation.
6. The operating result was adverse to budget due to significantly lower investment returns offset to a large extent by lower costs, which was achieved through the combination of a cost savings initiative and deferred costs due to the delay in the implementation of the myRTA system.
10. Intangible assets are lower than budget due to revised estimates for the timing of system development activities and costs of the enterprise wide myRTA transformation program.
11. Property, plant and equipment was higher than budget due to depreciation being lower than assumed in the budget.
12. The variance to budget in rental bonds and unclaimed monies (+ 1.5%) is in line with the increase in the adjusted other financial assets (+ 1.3%) – refer note 8 above.
13. Higher accrued employee benefits is due to the revised valuation of annual leave and long service leave entitlements. Long service leave valuation was adversely impacted by a reduction in the discount rate (bond yield rate reduced year-on-year).
14. Equity was lower than budget mainly as a result of low investment returns resulting in an operating loss that was funded from the accumulated surplus.

Statement of Cash Flows

Statement of Financial Position

7. Cash has increased due to a decision to place investment funds with Queensland Treasury Corporation – Guaranteed Capital Cash Fund (\$34.2m at end June 2016).
8. Other financial assets are lower than budget due to the decision to place investment funds with QTC (refer note 7 above). Adjusted for the QTC funds, year-on-year other financial assets would have exceeded budget by \$10.0m or 1.3%. This correlates with average bonds held for the year increasing by 1.5% more than the budget assumed.
9. Other non-current assets (prepayments) were budgeted in current assets and were higher than budget due to the acquisition of additional software licences and ongoing software maintenance that was purchased as part of the myRTA program.
15. Interest income is higher than budget due to more funds placed in term deposits and QTC Capital Guarantee Cash Fund.
16. Cash outflows for Employee Expenses are lower than budget due to current staff vacancies some of which were filled by agency staff.
17. Supplies and services exceed budget due largely to an increase in agency fees, refer note 16 above.
18. Investments redeemed exceeded budget due to a decision to invest \$34.2m of investment funds in QTC Capital Guarantee Cash Fund, which is categorised as cash. Refer note 20 below.
19. Payment for intangibles was less than budget due to revised estimates associated with delays in the myRTA transformation program.
20. Cash exceeded budget for the year due to a decision to invest a portion of rental bond portfolio in cash assets (QTC Capital Guaranteed Cash Fund) – \$34.2m.

Notes to the Financial Statements (continued)

for the year ended 30 June 2016

27. Controlled entity

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:	<i>The Statutory Bodies Legislation Amendment Act 2007</i> (Qld) amended the <i>Residential Tenancies Act 1994</i> (Qld) to allow the RTA to enter into a Work Performance Arrangement with the Residential Tenancies Employing Office (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 2016: \$3K (2015: \$3K)		
Financial Information:			
Total Assets:	\$4.01 million (2015: \$3.82 million)	Total Revenue:	\$18.79 million (2015: \$16.93 million)
Total Liabilities:	\$4.01 million (2015: \$3.82 million)	Total Operating Result:	\$nil (2015: \$nil)

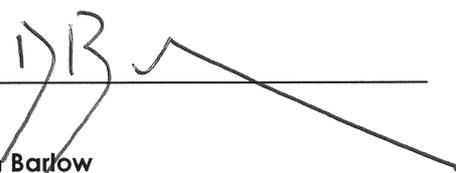
Management certificate

RESIDENTIAL TENANCIES AUTHORITY AND CONTROLLED ENTITY

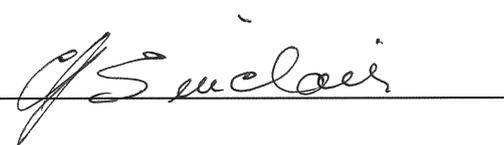
MANAGEMENT CERTIFICATE for the year ended 30 June 2016

This consolidated general purpose financial report has been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (Qld) (the Act), relevant sections of the *Financial and Performance Management Standard 2009* and other prescribed requirements. In accordance with section 62(1)(b) of the Act we certify that in our opinion:

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (b) the 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 entity for the financial year ended 30 June 2016 and of the financial position of the Authority and its controlled entity at the end of that year.



Darren Barlow
Chief Executive Officer



Catherine Sinclair
Chairperson, RTA Board

22 August 2016

Independent auditor's report

INDEPENDENT AUDITOR'S REPORT

To the Board of the Residential Tenancies Authority

Report on the Financial Report

I have audited the accompanying financial report of the Residential Tenancies Authority, which comprises the statements of financial position as at 30 June 2016, 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 significant accounting policies and other explanatory information, and certificates given by the Chief Executive Officer and Chairperson of the entity and the consolidated entity comprising the Residential Tenancies Authority and the entities it controlled at the year's end or from time to time during the financial year.

The Board's Responsibility 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 prescribed accounting requirements identified in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, including compliance with Australian Accounting Standards. The Board's responsibility also includes such internal control as the Board determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on the audit. The audit was conducted in accordance with the *Auditor-General of Queensland Auditing Standards*, which incorporate the Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit is planned and performed to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control, other than in expressing an opinion on compliance with prescribed requirements. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, as well as evaluating the overall presentation of the financial report including any mandatory financial reporting requirements approved by the Treasurer for application in Queensland.

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

Independence

The *Auditor-General Act 2009* promotes the independence of the Auditor-General and all authorised auditors. The Auditor-General is the auditor of all Queensland public sector entities and can be removed only by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which audit powers are to be exercised. The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

Opinion

In accordance with s.40 of the *Auditor-General Act 2009* –

- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion –
 - (i) the prescribed requirements in relation to the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the financial report presents a true and fair view, in accordance with the prescribed accounting standards, of the transactions of the Residential Tenancies Authority and the consolidated entity for the financial year 1 July 2015 to 30 June 2016 and of the financial position as at the end of that year; and

Other Matters - Electronic Presentation of the Audited Financial Report

Those viewing an electronic presentation of these financial statements should note that audit does not provide assurance on the integrity of the information presented electronically and does not provide an opinion on any information which may be hyperlinked to or from the financial statements. If users of the financial statements are concerned with the inherent risks arising from electronic presentation of information, they are advised to refer to the printed copy of the audited financial statements to confirm the accuracy of this electronically presented information.



P CHRISTENSEN FCPA
(as Delegate of the Auditor-General of Queensland)



Queensland Audit Office
Brisbane

Glossary

Acronyms and abbreviations

Act, the	<i>Residential Tenancies and Rooming Accommodation Act 2008</i>
ARAMA	Australian Resident Accommodation Managers' Association
ARC	Audit and Risk Committee
BYS	Brisbane Youth Service
CALD	Culturally and Linguistically Diverse
CC	Consultative Committee
CEO	Chief Executive Officer
CPAQ	Caravan Parks Association of Queensland
DPC	Department of Premier and Cabinet
DHPW	Department of Housing and Public Works
DJAG	Department of Justice and Attorney-General
EAP	Employee Assistance Program
ECB	Ecumenical Coffee Brigade
EEO	Equal Employment Opportunity
FTE	Full-time Equivalent (staff)
IDF	Industry Development Forum
IP Act	<i>Information Privacy Act 2009</i>
OCM	Organisational Change Management
PID Act	<i>Public Interest Disclosure Act 2010</i>
PMO	Program Management Office
PMSC	Portfolio Management Steering Committee
POAQ	Property Owners' Association of Queensland
QCAT	Queensland Civil and Administrative Tribunal
QIC	Queensland Investment Corporation
QShelter	Queensland Shelter
QTC	Queensland Treasury Corporation
REIA	Real Estate Institute of Australia
REIQ	Real Estate Institute of Queensland
RTA	Residential Tenancies Authority
RTEO	Residential Tenancies Employing Office
RTI Act	<i>Right to Information Act 2009</i>
SES	State Emergency Service
SLG	Staff Liaison Group
TIS	Translating and Interpreting Service
TQ	Tenants Queensland

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Letter of compliance

13 September 2016

The Honourable Mick de Brenni MP
Minister for Housing and Public Works

GPO Box 2457
Brisbane Qld 4001

Dear Minister

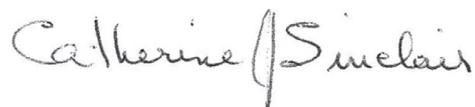
I am pleased to present the Annual Report 2015–16 and financial statements for the Residential Tenancies Authority.

I certify that this annual report complies with:

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

A checklist outlining the annual reporting requirements can be found on page 95 of this report.

Yours sincerely



Catherine Sinclair
RTA Board Chair

Compliance checklist

Summary of requirement	Basis for requirement	Annual report page reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister	ARRs – section 8 94
Accessibility	Table of contents	ARRs – section 10.1 1
	Glossary	92
	Public availability	ARRs – section 10.2 Inside front cover
	Interpreter service statement	Queensland Government Language Services Policy ARRs – section 10.3 Inside front cover
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 10.4 Inside front cover
	Information licensing	QGEA – Information Licensing ARRs – section 10.5 Inside front cover
General information	Introductory information	ARRs – section 11.1 9
	Agency role and main functions	ARRs – section 11.2 2, 9, 15, 40
	Machinery of government changes	n/a
	Operating environment	ARRs – section 11.3 14, 16, 24, 32, 33
Non-financial performance	Government's objectives for the community	ARRs – section 12.1 2, 8, 9, 17
	Other whole-of-government plans/specific initiatives	ARRs – section 12.2 19, 20, 22
	Agency objectives and performance indicators	ARRs – section 12.3 14
	Agency service areas and service standards	ARRs – section 12.4 14, 26, 27
Financial performance	Summary of financial performance	ARRs – section 13.1 12, 13, 41
	Organisational structure	ARRs – section 14.1 19
	Executive management	ARRs – section 14.2 36, 37
	Government bodies (statutory bodies and other entities)	ARRs – section 14.3 n/a
	<i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethics Act 1994</i> (section 23 and Schedule) ARRs – section 14.4 20
Governance – risk management and accountability	Risk management	ARRs – section 15.1 17
	Audit committee	ARRs – section 15.2 18
	Internal audit	ARRs – section 15.3 20
	External scrutiny	ARRs – section 15.4 18
	Information systems and recordkeeping	ARRs – section 15.5 22

Summary of requirement		Basis for requirement	Annual report page reference
Governance – human resources	Workforce planning and performance	ARRs – section 16.1	38, 39
	Early retirement, redundancy and retrenchment	Directive 11/12 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 16.2	39
Open Data	Consultancies	ARRs – section 17	Inside front cover
		ARRs – section 34.1	Inside front cover
	Overseas travel	ARRs – section 17	Inside front cover
		ARRs – section 34.2	Inside front cover
Queensland Language Services Policy	ARRs – section 17	Inside front cover	
	ARRs – section 34.3	Inside front cover	
Financial statements	Certification of financial statements	FAA – section 62	89
		FPMS – sections 42, 43 and 50	
		ARRs – section 18.1	
Independent Auditors Report		FAA – section 62	90
		FPMS – section 50	
		ARRs – section 18.2	
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FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2009*

ARRs Annual report requirements for Queensland Government agencies

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The Residential Tenancies Authority (RTA) is the Queensland Government statutory body that administers the *Residential Tenancies and Rooming Accommodation Act 2008*.

The RTA makes a positive difference to the residential rental sector by providing tenancy information, bond management, dispute resolution, investigation, policy and education services.

Contact the RTA

Level 23, 179 Turbot Street
Brisbane Qld 4000

GPO Box 390
Brisbane Qld 4001

1300 366 311

rta.qld.gov.au