



# Tenants Queensland Inc

Annual  
Report  
2016–2017

Celebrating 30 Years

# TQ vision, purpose, focus & aims and objectives

Established in 1986, the Tenants Queensland (TQ) is a specialist statewide community and legal service that provides free tenancy law and advisory services for residential tenants. TQ seeks to protect and improve the rights of all people who rent their home in Queensland including those living in marginal tenures such as caravan parks and boarding houses.



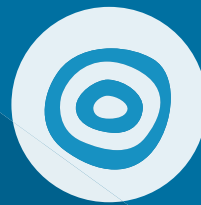
## **TQ Vision**

A society where renting is a secure and respected housing tenure



## **TQ Purpose**

To unequivocally advocate for and empower tenants to protect and improve their rights through access to effective information, advice and representation.



## **TQ Aims and Objectives**

- To improve conditions for residential tenants
- To enhance and protect the rights of residential tenants
- To organise about common issues affecting tenants
- To educate the community about tenancy law and tenant rights



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# Steering Committee Report

**It has been another busy year for Tenants Queensland (TQ) and the committee is pleased to report that the organisation continues to perform well and be strong financially.**

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In 2016/17 we celebrated our 30th birthday. This provided the opportunity to gather with staff, members, friends and supporters to acknowledge the achievements over the years and to reminisce about some of the funny moments and challenges that we have endured.

We were grateful to have had with us a number of founding members of the organisation including Deirdre Coughlan who sadly passed away late last year. Deirdre was a dedicated and committed housing advocate who always attended the AGMs and was one of the first tenant representatives on the Rental Bond Authority's board. We will miss Deirdre as we gather again this year but will remember her encouragement just days before she died 'to keep up the good fight'.

The birthday celebrations also included the recording of a Radio National Big Ideas program on housing affordability, an issue that

has become increasingly topical given the likelihood that increasing numbers of tenants will remain tenants for life. With more than 30% of the population renting, governments across Australia need to be prepared to modernise tenancy laws to ensure that they reflect this new reality and provide tenants with enhanced security of tenure and housing standards.

TQ will continue to advocate for such changes through our policy and law reform work however this aspect of our organisation's work continues to be unfunded; limiting the scope and amount of work that can be done.

An important TQ initiative this year to support work on housing affordability has been the Rental Vulnerability Index developed with City Futures and launched in May by the Housing Minister Mick de Brenni. The Index provides an important tool for planning TQ's own future services but also for supporting broader work on the

development of policies to improve housing outcomes for vulnerable tenants.

The last year has seen TQ reach a full contingent of staff with the roll out of the QSTARS program which provides essential independent advice for tenants statewide in conjunction with TQ's community legal service work. This activity continues to be a substantial focus for the organisation and keeps us grounded in the day to day issues of renting in Queensland.

Renewed three-year funding under the Community Legal Services Program (CLSP) was one of the highlights of the year and is testament to the hard work of staff in making a strong case for ongoing support.

For its part the steering committee focussed on building organisational and committee capacity with an emphasis on strategic oversight and planning, reviewing delegations to the CEO and staff, and updating skills in board roles and responsibilities. More training and skill development is planned over the coming year.

In addition to advocating for modernisation of tenancy laws, strategic priorities for the organisation include: expanding and diversifying the revenue base while maintaining existing funding streams; further improving services and accessibility to tenants; maintaining and strengthening our reputation and credibility. We are also committed to ensuring our governance model supports a strong and resilient organisation by reviewing the legal structure and the constitution to ensure that it is still fit for purpose 30 years after our establishment.

The Steering Committee would like to thank the staff, volunteers and legal clinic students who are the face of the organisation and whose commitment, passion and loyalty makes the organisation the success that it is. In particular, the committee would like to acknowledge the work and the efforts of the Leadership Team - Penny, Pat, Chris and Julie, as well as Alice who provides support to them and the Steering Committee. Together they have given significant time and energy to the organisation and help make the work of the Steering Committee more manageable and effective.

To our funders – the Department of Housing and Public Works and the Department of Justice and Attorney General – we are grateful for your ongoing support for our work. We are also grateful for the support from Clayton Utz, and HopgoodGanim Lawyers who have provided pro bono (or free) legal advice and assistance with commercial leases and other operational issues.

The Steering Committee would also like to thank Catherine Laherty and Narelle Sutherland who are stepping down from the committee this year. The work of a committee member is voluntary and often unrecognised and they have been committed and engaged members over the past few years.

Finally the Steering Committee would like to thank the members and the friends of TQ of all political persuasions that continue to support us and believe in what we are trying to achieve.

We look forward to the coming year and commend this annual report to you.



**Peter See**  
**Convenor**



# CEO Report

**The year has been one of building and consolidating with a little innovation thrown in!  
All round, a good year!**

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The year started with a move in Brisbane to our office in Wickham Terrace. Moving is never fun but it has allowed room to co-locate our corporate, QSTARS HUB and Brisbane North offices, along with our Community Legal Centre (CLC) workers in a fit for purpose amenity.

As noted in the committee's report, we were pleased to succeed in tendering for Community Legal Services Program (CLSP). Our tender response was delivered under the Department of Justice and Attorney General's new legal needs assessment process, so it was with both pride and relief we were notified of our success. We now have an additional three years funding security for our work as the only specialist community legal centre (CLC) for renters in the state.

However, building our base would have to be the key theme for this year; the further development of the QSTARS service system, operational procedures and TQ's human resource base dominated our focus.

Building this new service system from the ground up has been both an exhilarating and challenging process and, whilst the end of this financial year still sees us with things to do, we're moving forward at a steady pace.

Our standard client information management system, now capturing work across our QSTARS delivery and the rest of TQ, has progressed significantly and will be finalised in the coming few months. Following a great deal of planning and data transfer, we commenced with the system during the year - never an easy process - with staff across the

organisation bravely stepping up to the task. The system is now embedded in our work. Once development is finalised, our focus will shift to continuous improvement.

A quality assurance framework for the delivery of QSTARS services is well underway, dovetailing with our CLC accreditation processes. This framework will be applied both within TQ and across the organisations with which we collaborate to deliver the QSTARS program.

This year TQ launched Australia's first ever Rental Vulnerability Index (RVI), a great innovation in understanding the stresses affecting Queensland renters. The RVI combines a range of independent indicators of rental vulnerability into one number (the Index) to show how each postcode area rates. It also provides access to a variety of statistical data on renting households and renters in each postcode area. If you haven't seen our RVI, please go to TQ's website and type in your postcode.



As the Australian representative to the International Union of Tenants (IUT), I was fortunate to receive sponsorship to attend their member Congress in Scotland in 2016. With the IUT's predominant European base and with many from the West, this year's theme, rent regulation and security of tenure in the private rental sector served to highlight the inadequacies of Australian renting laws. TQ continues to raise and lobby governments about these inadequacies.

TQ has continued to engage in a number of policy and law reform processes, noted separately in this report.

The future of the QSTARS program, currently funded to June 2018, will be a key focus for us moving forward.

The year has been one of constant change, albeit progressive and positive. I sincerely thank all staff for their commitment, support and agility in working within this perpetual motion.

My thanks also goes to our volunteer students and colleagues in partner agencies who work with us to improve the outcomes for clients.

Finally I would like to acknowledge and thank the steering committee for their effective strategic guidance of the organisation, work which often goes unnoticed but without which we could not exist.



**Penny Carr**  
**CEO**



# TQ Steering Committee



## **Peter See (Convenor)**

Peter is a founding member of Tenants Queensland and one of the early coordinators back in the early 1990s. Peter brings to the Steering Committee a wide background of experience in the not-for-profit, government and private sectors. Peter has a Graduate Certificate in Management from the ANU and is currently working on a large multi-partner proposal in support of Indigenous land management across Australia's arid lands.



## **Damien Eckersley (Secretary)**

Damien Eckersley joined the Steering Committee of Tenants Queensland in 2002 to be involved in an organisation which furthers the rights of people who rent their home. He held the position of Convenor from 2003 to 2013 during a period of great growth in both the private rental market and in the services that Tenants Queensland provides. Damien is an architect working in the private sector with a commitment to human rights. Damien has a Bachelor of Architecture and is a Registered Architect.



## **Maria Leebeek (Treasurer)**

Maria is currently the Team Leader of the Innovation, Performance and Evaluation Team at Micah Projects Inc. Maria has a range of experience in the human services from direct practice to organizational management, with a long history in the youth sector as Director of BYS and EO of the Queensland Youth Housing Coalition. Maria has been on a range of government and sector committees and boards. Maria has a Bachelor of Social Work and Graduate Diploma in Business.



## **Catherine Laherty (Member)**

Catherine Laherty has been on the Tenants Queensland Steering Committee for four years. She has been a tenant in the private rental market for nearly 20 years and was a member of the board of directors of the Community Services and Health Industry Skills Council for two years. Catherine works as a Consultant for Community Resource Unit Ltd and previously worked at The Services Union as the Social and Community Services Coordinator. She holds a Bachelor of Arts.



## **Narelle Sutherland (Member)**

Narelle Sutherland joined the Tenants Queensland Steering Committee in 2015. Narelle has been involved with Tenants Queensland since 1994, previously working as the Coordinator of the Cairns office for six years. Narelle's involvement with tenancy rights in Queensland continued in her subsequent work in community legal centres. Narelle brings a solid knowledge of tenancy rights, affordable housing issues and funding requirements to the role of member of the Steering Committee. Narelle has qualifications in Social Work and Policy and works as Manager of the Queensland Indigenous Land and Sea Ranger Program.





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**Rohan Tate (Member)**

Rohan Tate has been a member of the Tenants Queensland Steering Committee since 2014. Rohan is committed to vigorously defending employee rights and brings his commitment to social justice with him to Tenants Queensland. Rohan is an Employment and Industrial Lawyer at Maurice Blackburn Lawyers. Rohan holds a Bachelor of Laws, a Bachelor of Arts majoring in Politics and History as well as an Honours in Politics. Rohan is admitted in both the Supreme Court of Queensland and the High Court of Australia.



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**Sally Watson (Member)**

Sally Watson was appointed to the Tenants Queensland Steering Committee in 2015. Sally has extensive experience in housing and homelessness services across the public and not-for-profit sectors. Based in North Queensland, Sally is a lecturer in Social Work at James Cook University. Previously, Sally was North Queensland Coordinator for the Tenants' Union of Queensland and Executive Officer of Homelessness Australia. In November 2016 Sally was appointed to the Board of the Residential Tenancy Authority of Queensland (RTA). Sally holds a Bachelor of Social Work from the University of Queensland and a Master of Public Policy from the Australian National University.



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**Peter Young (Member)**

Peter Young has had a long career in the social housing field, and has been a member of the Tenants Queensland Steering Committee since 2016. Peter was the Director of Strategic Policy and Research with the Queensland Department of Housing between 1998 and 2002. In this role Peter was also a member of the Department's Board of Management, and he brings this corporate governance and strategic leadership experience to Tenants Queensland. Peter holds a Master of Philosophy and a Bachelor of Social Work and a Master of Gestalt Therapy. He is currently a Lecturer in the School of Human Services and Social Work at Griffith University where he teaches a range of undergraduate and postgraduate social work courses.



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**Georgia Voutsis (Finance Sub-Committee member)**

Georgia Voutsis joined the Finance Sub-Committee in 2016. She has extensive experience in finance and corporate governance within the Queensland public sector and holds a Bachelor of Science from the University of Queensland and a Master of Accounting from Central Queensland University.

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Rose Brown, Joan Sherriff & Janet Dunn at TQ's AGM last year.



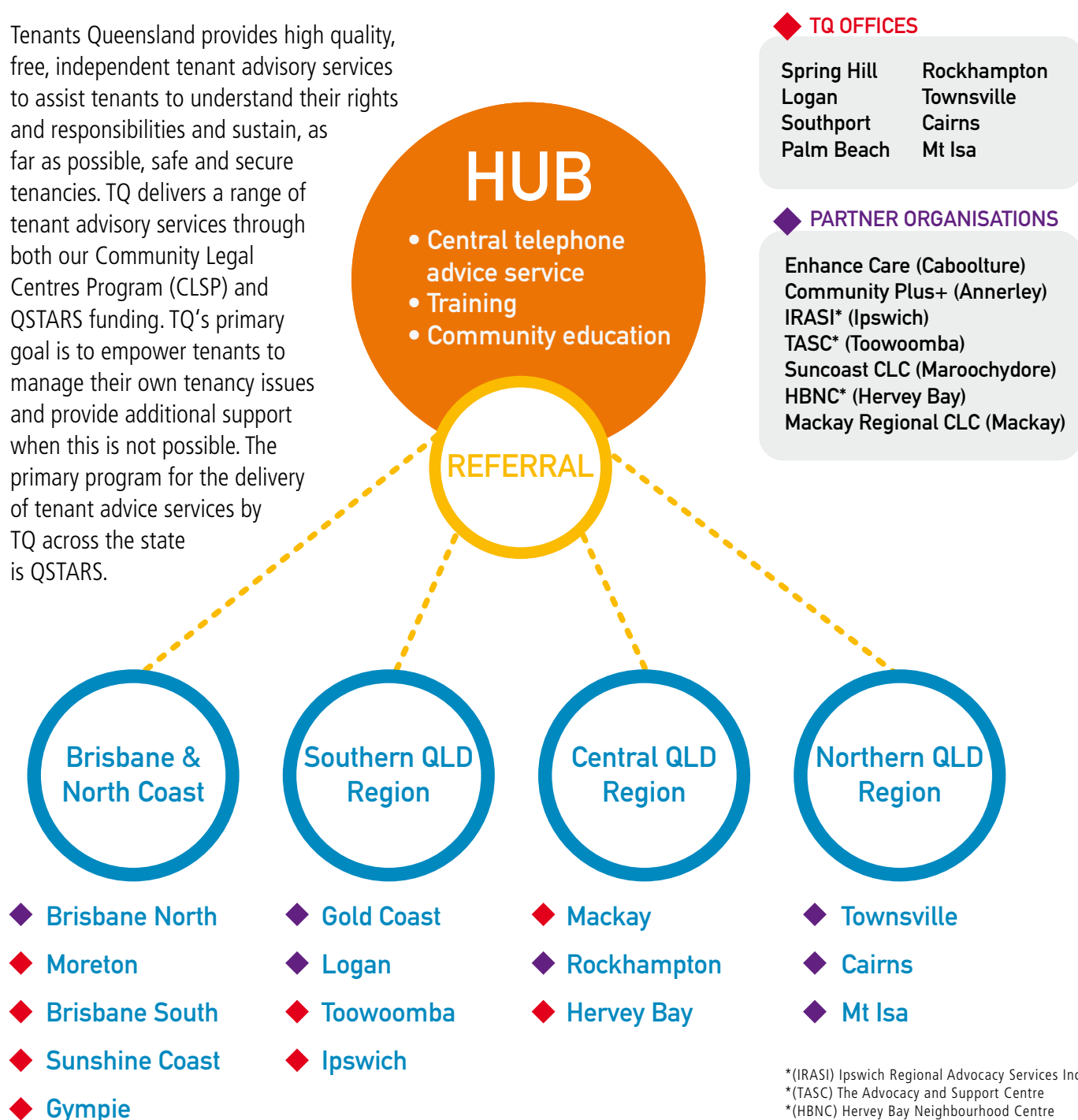
Farewelling Lurline Comerford, founding member and recent Advice Worker.



Southern Qld team celebrating TQ's 30th birthday.

# Tenant Advisory Services

Tenants Queensland provides high quality, free, independent tenant advisory services to assist tenants to understand their rights and responsibilities and sustain, as far as possible, safe and secure tenancies. TQ delivers a range of tenant advisory services through both our Community Legal Centres Program (CLSP) and QSTARS funding. TQ's primary goal is to empower tenants to manage their own tenancy issues and provide additional support when this is not possible. The primary program for the delivery of tenant advice services by TQ across the state is QSTARS.



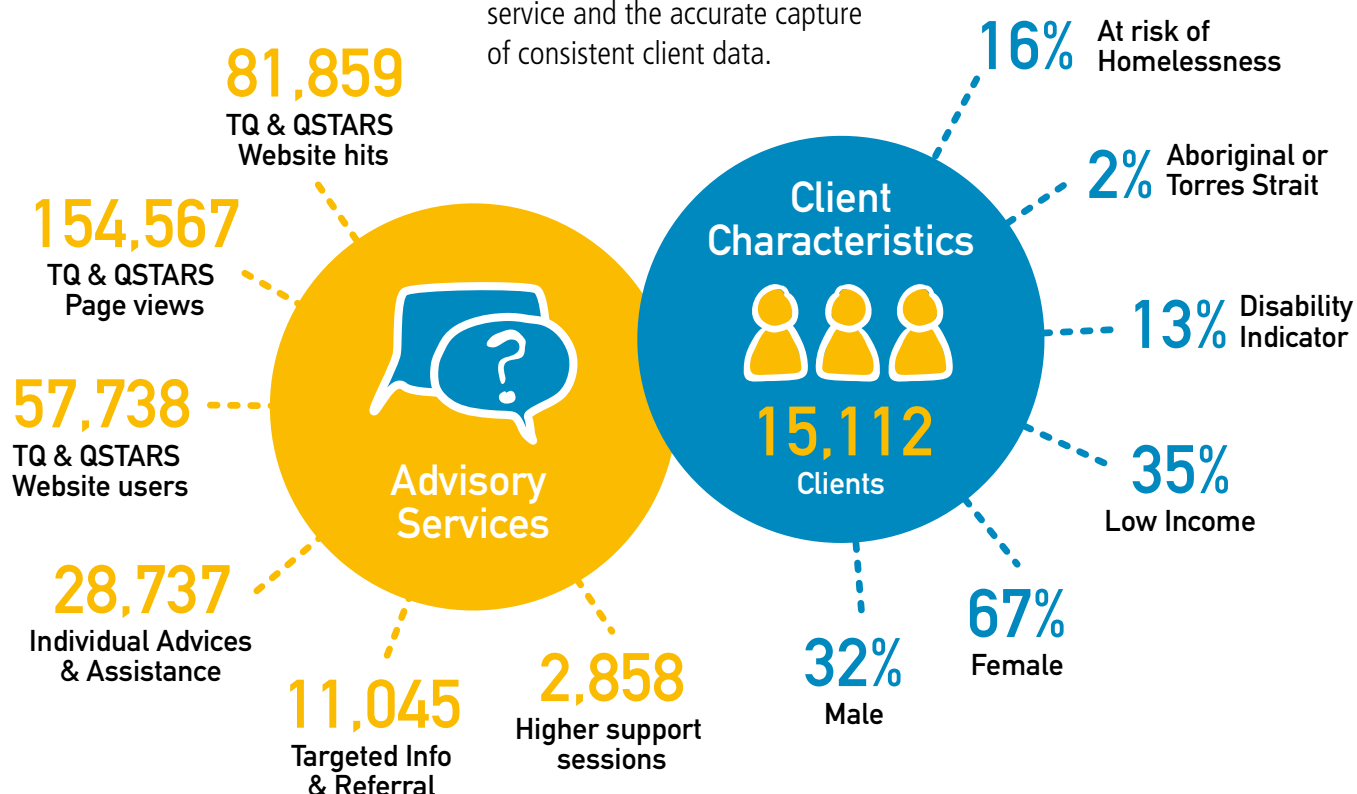


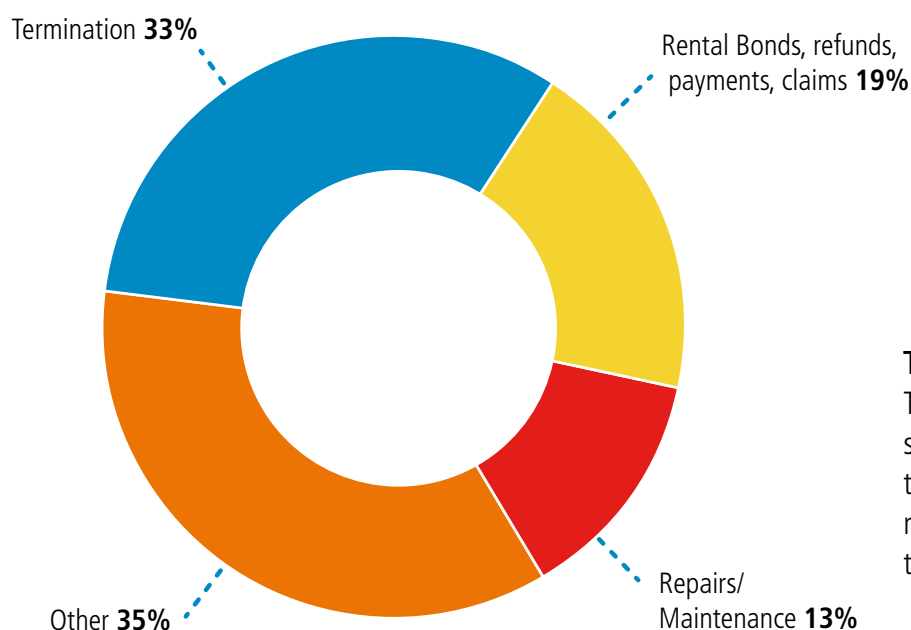


TQ manages QSTARS throughout the state, and delivers the program through our head office in Brisbane and seven regional TQ offices. We also manage the delivery of QSTARS services through seven additional sub-contracted partner organisations throughout the state. The following are figures for services delivered directly by TQ.

### Highlights of the QSTARS program over 2016-17 include:

- Effective promotion has increased community and tenant awareness of services available and increased demand.
- Regional offices and subcontracted partner agencies are now linked into regional and local service networks.
- A new Client Information Management System (CIMS), tailored to the needs of the service and rolled out across all TQ offices and four of the seven subcontracted partner agencies is in the final stages of full implementation. This system will enable the efficient sharing of information across arms of the service and the accurate capture of consistent client data.
- Enhanced internal processes providing greater visibility and rigor in supporting expert tenancy advice and professional support have been established.





### The main presenting issues

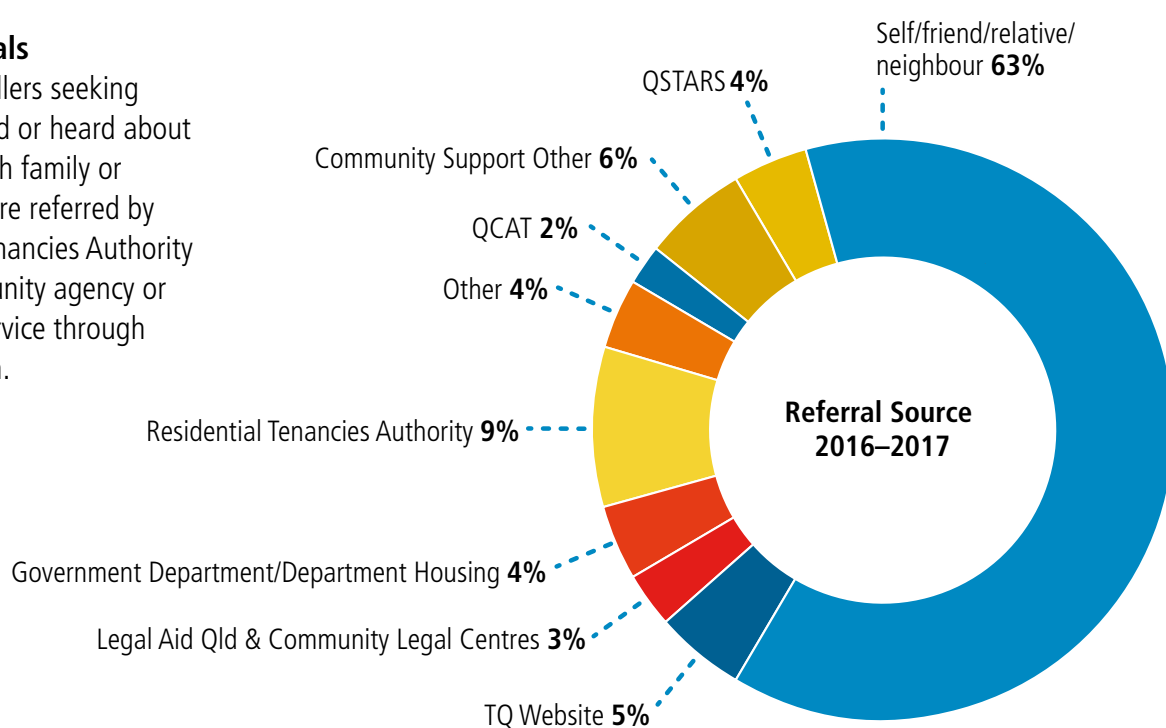
The main issues that tenants sought advice about was terminations followed by bond refunds, payment or claims and then by repairs and maintenance.

#### Other Percentage Breakdown

Rent, increases, receipts, payments, arrears	9%	Social housing policy, procedures and appeals	1%
QCAT/court	7%	Coverage	1%
Tenancy Agreement, special terms, pets	5%	Applications, deposits	1%
Tenancy databases	4%	Entry condition report	0%
Entry/privacy	4%	Share accommodation	0%
Service charges, water, electricity, gardening	2%	Rooming accommodation, accreditation	0%
Compliance and legal investigations	1%	Social housing, appeals policies	0%

### Origin of referrals

The majority of callers seeking advice self-referred or heard about our service through family or friends. Others were referred by the Residential Tenancies Authority or another community agency or sought out the service through online information.





## HUB

The HUB provides high volume, high quality advice and support to renters who have the capacity to understand and follow up on their chosen course of action. The HUB also works as a central referral point to TQ offices and subcontracted partner agencies providing QSTARS services across the state across the State. These secondary points of response provide services when a higher level of assistance is required to assist the people to resolve their tenancy matter. The need for a higher level of assistance may relate to the complexity of the matter, the person's capacity to understand and respond to advice or specific characteristics, for example, literacy barriers.

Call response rates continue to improve at a steady rate since the HUB and spoke model commenced last year. The HUB answered 28,300 client calls over the twelve month period and these calls contributed significantly to the overall QSTARS program delivering 56,000 hours of tenant advisory services in 2016-17. This is a very impressive result.

Improvements in this area of our service represent a significant achievement and demonstrates a real team effort from all staff in the HUB and the TQ Regions where HUB 'agent phones' have been installed.

TQ also sought Department of Housing and Public Works (DHPW) endorsement to establish the QSTARS HUB Coordinator position. A key focus of the HUB will be achieving even greater efficiencies in call response management. Key priorities include:

1. exploring opportunities to improve efficiencies and effectiveness;
2. increasing access to the 1300 number; and
3. 'sharpening the saw' on customer service excellence i.e. from quality of advice, client management in referral experience and overall customer service.



Liisa Kuru, HUB Advice Worker.

### Community Access Points (CAPS)

TQ QSTARS service is developing a series of Community Access Points (CAPS) to facilitate access to tenant advice for clients in regional and remote areas. A network of agencies continues to be developed across the regions effectively increasing the geographical scope and access to the program. The CAPS works is beginning to see great outcomes.

#### Good news story...

"I was working with a tenant who was 70 years old who had no access to emails or a printer. The tenant was threatened almost immediate with self-eviction by the lessor. We needed to write a letter to the lessor ASAP to address the concerns of taking back the property illegally however we were concerned about how long the letter would take to be posted.

It just so happened that one of our Community Access Points (CAPS) referred the tenant to us and we were in close proximity to the matter so we called the Community Centre. They were able to assist the tenant by printing the letters and forms in order for the tenant to pick up. Without this CAP we would have had trouble responding in a timely manner.

This is just one example of how well the CAPS development has worked for our service. CAP organisations don't just drum up business; these agencies are also very capable of supporting our tenants. The community centre was very happy to work with us and said that without our service a lot of people would be in trouble. "

(Northern Queensland)

### Looking forward with our MOU Partners

TQ's service delivery model includes working in partnership with specialist local and state-wide networks to improve access and equity and reduce the risk of homelessness for vulnerable population groups. TQ has MOU arrangements in place with a number of organisations, including Micah Projects, the Multicultural Development Association (MDA), DV Connect, Age and Disability Advocacy Australia (ADA Australia), Aboriginal and Torres Strait Islander Legal Services (ATSILS) and LawRight (formerly QPILCH).

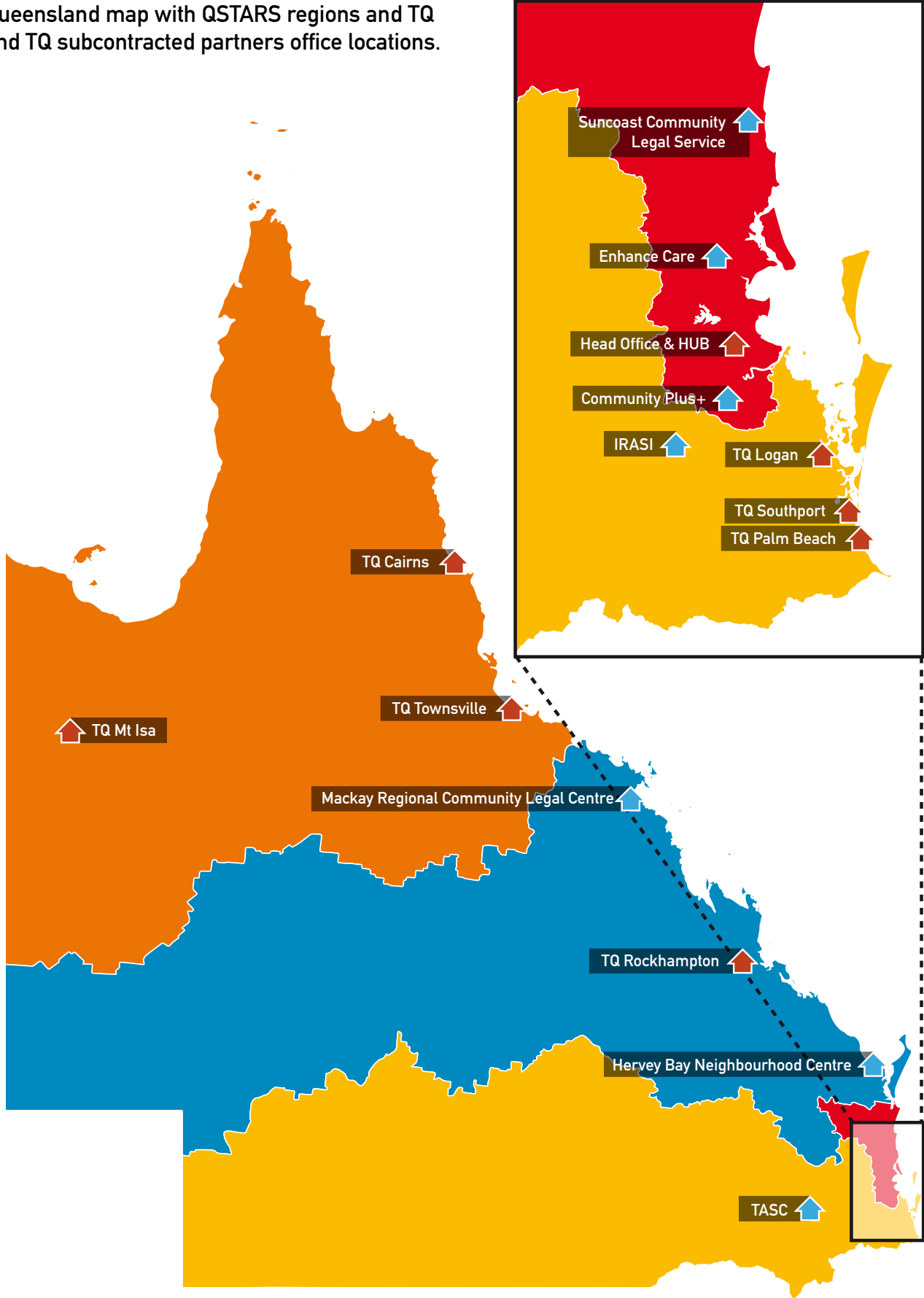
We will be endeavouring to build these partnerships in 2017-18 in a number of ways including:

- delivering basic tenancy law information/training to frontline staff in ATSILS, MDA, Micah Projects, ADA Australia, Law Right and DV Connect. This will enable their staff to identify tenancy issues as they

arise in their casework, and to be confident to refer cases on for more expert advice and advocacy where needed.

- Working jointly to develop community education materials which are culturally appropriate and accessible to people from diverse cultures and with diverse abilities, improving the effectiveness of our community education.
- Further developing the MOU partnerships to deliver information about QSTARS and tenancy issues in 'hard to reach' communities.
- Fine-tuning our direct referral pathways for high-need clients where going through the HUB may be difficult for accessibility reasons, or where high need clients require urgent information or advocacy to avoid immediate hardship.

Queensland map with QSTARS regions and TQ and TQ subcontracted partners office locations.



**Legend:** ■ Brisbane & North Coast ■ Southern Queensland ■ Central Queensland ■ Northern Queensland 🏠 TQ Offices 🏠 TQ QSTARS Partner offices

**The following is a small sample of the thanks received by staff across the state.**

Dear Tenants Queensland Team,  
I am writing to say a huge thank you to your team in Rockhampton. We had such a complicated case but Karen from the Rockhampton office helped us so much that the words could not even describe. She has such a great knowledge and understanding of the Act. Every time I rang the office, everyone was so friendly. It is truly an amazing team of professionals. Thank you so much!

Thank you so much for providing this service to tenants, I especially would like to thank Tracey from Brisbane office for her patience and professional legal advice which helped empower me with my rights and responsibilities as a tenant. I, through Tracey's advice, was able to have the knowledge and confidence needed to have a successful result with my matter held before QCAT. Without her support, I don't think I would have had the confidence to proceed with my matter to finalisation. Thanking you

**I deeply appreciate everything you've done.**

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Thank you very much for taking the time to email me all the information and forms regarding my father's rent matter. We did not know anything about the bond claim procedure and our right as a tenant. We completely trusted [our housing provider]. I deeply appreciate everything you've done. I want to express my deepest gratitude to you and the officer I've talked this afternoon and your organisation for the great advice and support to the tenants. Best regards

I would like to acknowledge and praise the work of QSTARS Rockhampton, in particular Debra Willebrand. Debra has been approachable, supportive, professional, knowledgeable, easy to contact and fast to respond. Thanks to Debra's hard work, a stressful situation has been an easy step by step process to resolve. Thank you for taking the time to read this email.

On behalf of my client and myself I would like to express our extreme gratitude for your promptness, efficiency and providing your valuable expertise in assisting [my client] with his negotiations with his estate agent in obtaining an early release from his contract on excessive hardship due to his chronic debilitating medical conditions. Once again, so much thanks for assisting our client in this matter.

Many Kind Regards



Evania Johns with a gift of flowers from a client.

Peter,

I can't thank  
you enough  
for your help!

The real estate  
has given my  
Bond back and  
I moved into a  
lovely place.

Thanks for making  
everything easy!

# Legal Services

TQ's legal work is funded through the Community Legal Centres Program (CLSP). The legal service provides a frame of reference for all of TQ's service delivery and allows us to employ a principal solicitor.

Amongst other things, it undertakes tenancy law test cases to advance tenants' right or clarify the law. It also allows us to work with clients where other areas of law are impacting on their tenancy issues or whose tenure is excluded from legislative coverage.

This year the Legal Service undertook 12 complex matters.

## Legal support and quality assurance

The Legal Service continued to provide legal support for TQ's services, including reviewing advice services and tenancy law publications.

The Legal Service conducts quality assurance checks for advices, and ensures that all TQ education and training products are checked to be consistent and compliant with tenancy laws.

## Renewal of funding

The legal service will continue to provide a quality legal service for Queensland tenants following receipt of funding for another 3 years.

## Tenancy Law Clinic

Since February 2015 TQ and the University of Queensland's Pro Bono Centre have partnered to provide a Tenancy Law Clinic. The Clinic is funded by an Ian Potter Community Wellbeing grant.

TQ runs a Tenancy Law Clinic each semester staffed by six UQ law students. Students participate as part of their law studies. Tenancy law has direct relevance to the lives of many students and offers a lived experience of how the law impacts and affects their community. During the clinic the law students gain practical experience in tenancy law and working in a community legal service and have an opportunity to understand social justice issues and the important role community legal services play in our community.





Giving advice and working with tenants creates an opportunity for students to develop important skills needed for legal practice; including interviewing and advising clients, and preparing legal documents. They gain direct experience of the challenges tenants face in understanding and exercising their rights under tenancy law, and the important role of tenant advocates in assisting vulnerable tenants to resolve disputes and maintain their rental housing. Students also develop other graduate attributes including the ability to undertake legal research and writing, to work as part of a team, and to work under supervision. UQ law students who have participated in the Law Clinic all say they have greatly benefited from their experience working with TQ.

TQ would like to thank the Ian Potter Foundation for their contribution that has funded the clinic over the last 3 years. We look forward to continuing our work with the UQ Pro Bono Centre in 2018, and continuing to offer UQ students a unique experience as part of the TQ Law Student Clinic.



**Top Photo:** UQ Law Student Clinic farewell November 2016;  
L-R Kennie Lee, Weichih Chiu, Kareen Tayau, Douglas Johnson, Nick Sexton, Helen Booth, Wendy Herman TQ Volunteer Coordinator and Julie Bartlett TQ Principal Solicitor.

**Bottom Photo:** Farewelling Semester 1 Law Student Clinic participants in May 2017;  
L-R Otis Platt, Vanessa Lyons, Ayan Mohamud, Chi Nguyen, Betsy Rutledge, (Ruby Chester absent). At rear Wendy Herman Volunteer Coordinator and Julie Bartlett TQ Legal Service Principal Solicitor.

## Case Studies

1

TQ assisted a tenant who had complained about repair and maintenance issues.

Breach notices were issued to the lessor by the tenant on several occasions. Repairs involved rotting beams and wood rot on a stair case along with numerous electrical hazards. Rather than carry out repairs the lessor issued the tenants with a notice to leave for non-liveability, a ground unsupported by the facts. The lessor had an obligation to repair and maintain the premises rather than let it deteriorate. The tenant wanted the repairs carried out and to remain in a safe premises. TQ assisted the tenant dispute the notice to leave issued by the lessor and obtain an order for repairs to be carried out along with a claim for rent decrease. The tenants remained in the premises for a short period of time as repairs were not carried out and then terminated for lessor's failure to remedy breach and claimed compensation due to breach of agreement by the lessor.

2

TQ assisted a tenant obtain an order from QCAT in relation to a bond that was not lodged with the

Residential Tenancies Authority (RTA). The tenant had resided in the premises for one year and upon termination sought to recover the bond. The RTA indicated that the bond was never lodged and that the tenant had to proceed to QCAT to recover her bond. The tenant had filed a legal investigation request with the RTA which had declined to prosecute due to the nature of evidence against the lessor. The tenant proceeded to QCAT with the assistance of TQ and the Tribunal ordered that the lessor pay the tenant the bond amount, however the lessor had subsequently refused to pay the bond in accordance with the QCAT order. The tenant is now proceeding with an enforcement hearing against the lessor. TQ is assisting with this process.

3

TQ assisted a student facing termination due to rent arrears. The student suffered from health issues

causing her to fall behind in her rent payments. TQ had requested a rent ledger from the provider and reconciled the tenant's payments against the ledger. It was discovered that some payments were not credited to the tenants account and there were unlawful deductions from the ledger by the provider. TQ requested that the rent ledger be credited with the correct amounts and the rent ledger reflect the true nature of rent payments. The student was found to be in arrears by only \$42.00 as opposed to the \$700 alleged by the provider. The rent arrears was rectified and the notices issued by the provider were withdrawn and the tenancy was sustained.

# Community Education

A key focus of TQ is the promotion of tenant rights and obligations through community education programs. Our community education activities aim also to educate tenants of tenancy support services who they can contact for assistance.

Over the past year, TQ has delivered over 2000 hours of community education activities. TQ regularly runs workshops for both community organisations and tenants which highlight the services TQ provides and tips for sustaining tenancies. We also maintain a presence by holding information stalls at community events, creating publications and distributing quality community resources.

In Rockhampton, we travelled to Airlie Beach over three days to deliver community education around rights and responsibilities for tenants who had been affected by floods and cyclones in particular Cyclone Debbie. The 30 participants included the Chief Superintendent of Queensland Fire and Emergency Services.



In the sunny tropics and North Queensland we met the needs of remote and Indigenous communities by setting out on a road trip to the North-West and Gulf of Carpentaria communities including Ravenshoe, Mount Garnet and Mount Isa. This road trip gave TQ a physical presence in the hard-to-reach and high needs areas of North Queensland and strengthened the relationship between TQ and those communities.

In Southern Queensland, we developed many significant connections with a range of stakeholders including the organising committee of the Commonwealth Games 2018 on the Gold Coast. As a result of this connection, TQ's office on the Gold Coast is now heavily involved in developing sustainable policies for upcoming housing issues surrounding the Commonwealth Games. This office has also worked closely with the Department of Housing and Public Work to broaden stakeholders' awareness of QSTARS.

Brisbane North Coast's work has delivered tenancy workshops in Brisbane, Sunshine Coast and Moreton Bay region and ensured we have a presence at key Brisbane events such as NAIDOC celebrations and multi-cultural festivals..

TQ community education continues to respond to requests for community education and strengthening its connections with community organisations and tenants.

Raelene Martin, Community Education & Network Development Worker at TQ's community education stall for disability services in Rockhampton.

# Learning and Development

## What participants said about the training...

"How in-depth the training was and how open the staff are to help you if you do not understand".

"Trainers were very inclusive and approachable. It was great to meet members of the organisation. I feel very welcomed here".

"The training gave me helpful insights into the ACT and how to access and use it".

"I came away from the training with an increased knowledge of tenancy issues and tenancy law".

"It will help when I am undertaking consultation in the community and people may ask for direction and advice"

TQ continues to develop and delivery a program of training and professional development in tenancy law and related issues. The Tenancy Law Training Program offers a suite of training events including:

- Three day course titled Introduction to Tenancy Law;
- Two day QCAT;
- Refresher training;
- advice worker refresher training;
- Tenancy Data Base training;
- conflict checking;
- intensive advice training;
- Client Information Management System training.

Many staff from TQ, sub-contracted partner agencies as well as others assisting tenants participate in these training sessions gaining a comprehensive understanding of tenancy law and tenancy related aspects.

This training is a key output. During this year, TQ delivered 3,095 hours of training against a target of 2,303 hours.

A specialised independently delivered program titled: Working with Challenging Callers, was also delivered to staff to hone their skills in assisting emotional and difficult callers.

TQ draws on our experience directly assisting Queensland's renting households to influence policy and law reform work and improve conditions. With increasing numbers of Queensland households renting their homes, a fact highlighted in the release this year of the 2016 ABS Census data, this is critical work for TQ.

Over the year, TQ continued its work on several high level policy groups including:

- The Advisory Taskforce on Residential Transition for Ageing Queenslanders;
- The Department of Housing and Public Works' rent policy stakeholder group;
- The Housing Minister's Stakeholder Consultative Group
- The Residential Tenancies Authority's Industry Development Forum
- The Department of Communities' digital kitchen, looking at how the PRM can work better for those experiencing domestic and family violence (DFV).

This work has informed the Queensland government's 10-year housing strategy and 3 year action plan, released late in the year. TQ's submissions helped shape outcomes and the strategy articulates a focus on better consumer protection and housing stability through legislative and policy reforms for private renters as well as residents of manufactured homes. Minimum standards for rental properties are likely to be introduced by the government in the coming months.

TQ continues to work with its state and territory colleagues and is convenor of the National Association of Tenants Organisations (NATO). The cry for change

and better protection is borne out in the report by NATO, National Shelter and Choice, *Unsettled: Life in Australia's private rental market*, launched earlier this year.

TQ has continued to lobby for better security of tenure, in particular through the introduction of 'Just Cause' evictions. A broader tenancy law review is likely to occur next year and TQ, amongst other things, will continue to research on and agitate for this change.

Of note, TQ participated in the state and national campaigns to retain the levels of Commonwealth funding for the Community Legal Services Program (CLSP). TQ notes and commends the work of the Community Legal Centres Queensland (CLCQ) and the National Association of Community Legal Centres (NACLC) for their hard work in informing the general community about the impact of proposed cuts. TQ also thanks the Federal government for their decision to retain funding.

TQ has also been supporting the research by the Queensland Council for Social Services' (QCOSS) into the issues for renting households related to energy, costs and associated issues. The final report, due out in the next financial year, will provide direction for future work in this area.

Whilst TQ continues to seek impact in the policy and law reform space, this work is unfunded, limiting our effectiveness. TQ will continue to lobby both on the arising issues as well as funding for important systemic advocacy work.



## TQ turns 30

In 2016/17 TQ celebrated its 30th birthday. This provided the opportunity to gather with staff, members, friends and supporters to acknowledge the achievements over the years and to reminisce about some of the funny moments and challenges that we have endured.

The birthday celebrations included the recording of a Radio National Big Ideas program on housing affordability, an issue that has become increasingly topical and has shifted the community and governments' attention to the likelihood that increasing numbers of tenants will remain tenants for life. With more than 30% of the population renting, governments across Australia need to be prepared to modernise tenancy laws to ensure that they reflect this new reality.





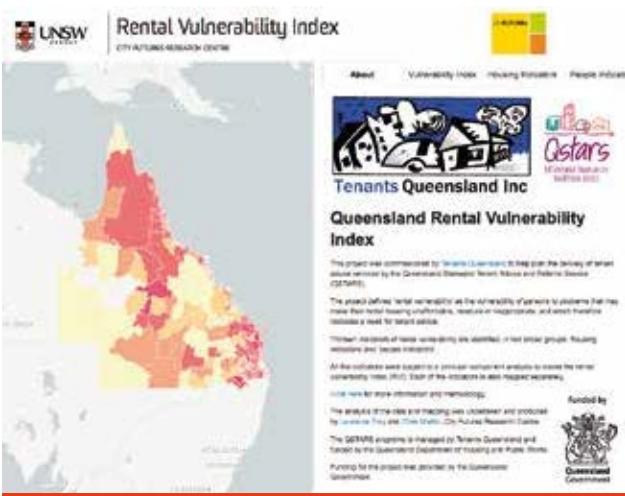
# RVI Launch



Hon Minister Mick De Brenni launches the Rental Vulnerability Index.

This year TQ launched Australia's first ever Rental Vulnerability Index (RVI), a great innovation in understanding the stresses affecting Queensland renters. The RVI combines a range of independent indicators of rental vulnerability into one number (the Index) to show how each postcode area rates. It also provides access to a variety of statistical data on renting households and renters in each postcode area. If you haven't seen our RVI, please go to <https://cityfutures.be.unsw.edu.au/cityviz/rental-vulnerability-index/> and type in your postcode.

The online mapping tool was developed by the City Futures Research Centre at the University of New South Wales. More information about the development of the Rental Vulnerability Index can be found at the Tenants' Queensland website.





# Tenants Queensland Inc. financial statements

# Treasurer's Report 2016–2017

## A reflection of TQ's finances for 2016-2017

The financial statements for the period ending the 30th June 2017 have been prepared to meet the requirements of the Tenants Queensland Inc. under the Associations Incorporations Act QLD, and have been audited by Hayward's Chartered Accountants and declared to be in accordance with current accounting standards.

The 2016–2017 year has seen TQ continue to deliver the QSTARS program as well as the Community Legal Services Program. The QSTARS program is delivered with local partners through a formal arrangements to provide place-based responses. This service delivery model was supported by financial accountability measures to provide transparency and accountability for all stakeholders. As a community legal Centre TQ continued to receive vital funding for the delivery of legal services through Legal Aid. The legal service provides the backbone of the organization and in 2016–17 TQ successfully tendered for funding further funding under the Community Legal Services program. The new contract runs to June 2020.

Sound financial controls have been maintained throughout the year ensuring the effective management of the funds entrusted to TQ. During the 2016–17 year a Finance Subcommittee was established with Georgia Voutsis appointed as an independent external expert. The committee's role includes oversight of TQ's financial control environment and the financial reporting system. In particular a lot of work focused on ensuring policy and procedures met the current needs of the

organisation. I would like to thank Georgia Voutsis for her valued service on the subcommittee.

The Steering Committee would like to acknowledge and thank Jude Clarkin, Pat Morgan and Penny Carr for their hard work in budget preparation, monthly reports and timely provision of information. Their work has ensured TQ has maintained sustainable and robust financial controls.

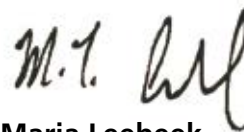
I would like to acknowledge the Department of Housing and Public Works and the Department of Justice and the Attorney General for their commitment to tenancy advice services.

The financial results for 2016–17 'show an operating surplus of \$141,925 with member funds at year end showing an increase to \$1,045,037.

## Appointment of Auditor 2017–2018

I would like to recommend the appointment of Hayward's Chartered Accountants to audit TQ accounts for the 2017–2018 financial year.

The Financial Reports for the 2016–2017 demonstrate that TQ remains both accountable and proficient at its capacity to manage financial matters and pressures presented to it.



**Maria Leebeek**  
**TQ Treasurer**

## TQ Financial Report - Page 1

### INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2017

		<u>2017</u>	<u>2016</u>
<b>INCOME</b>			
<b>Department of Communities</b>			
Unexpended Grant Previous Year	8,135.25		8,135.25
Less Unexpended Grant	<u>(8,135.25)</u>		<u>(8,135.25)</u>
		-	-
<b>Department of Communities</b>			
Unexpended Grant Previous Year	-		21,258.24
		-	21,258.24
<b>Department of Housing and Public Works (Enhance Care)</b>			
Unexpended Grant Previous Year	-		76,279.25
		-	76,279.25
<b>Department of Housing and Public Works - QSTARS</b>			
Grant Received - Recurrent	6,250,000.00		5,484,503.00
Unexpended Grant Previous Year	1,683,929.28		-
Less Unexpended Grant	<u>(1,513,566.11)</u>		<u>(1,683,929.28)</u>
		6,420,363.17	3,800,573.72
<b>Department of Justice and Attorney General</b>			
Grant Received	298,307.00		289,073.00
Unexpended Grant Previous Year	16,605.31		-
Less Unexpended Grant	<u>(42,438.60)</u>		<u>(16,605.31)</u>
		272,473.71	272,467.69
<b>Grant - Catholic Religious Australia</b>			
Unexpended Grant Previous Year	12,885.77		8,468.42
Grant Received	-		10,000.00
Less Unexpended Grant	<u>(12,885.77)</u>		<u>(12,885.77)</u>
		-	5,582.65
Donations	1,079.83		658.79
Interest	57,710.96		41,107.98
Memberships	829.00		1,233.00
Sundry Income	7,419.66		5,080.17
Workshop Fees	<u>16,000.00</u>		<u>20,758.00</u>
		83,039.45	68,837.94
		6,775,876.33	4,244,999.49
<b>LESS EXPENDITURE</b>			
Total Expenditure - Schedule Attached		<u>6,633,951.31</u>	<u>3,981,335.19</u>
<b>NET PROFIT FOR YEAR</b>		<u>\$141,925.02</u>	<u>\$263,664.30</u>

The accompanying notes form part of the financial statements.

## INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2017

	<u>2017</u>	<u>2016</u>
<b>LESS EXPENDITURE</b>		
Audit & Accountancy	12,000.00	12,000.00
Auspiced QSTARS Expenses	2,103,248.31	1,294,446.85
Bank Charges	1,419.28	688.24
Cleaning	11,237.10	1,451.60
Computer Expenses	115,332.25	48,745.46
Conferences & Workshops	1,163.63	3,090.70
Consultancy Fees	38,344.66	66,546.05
Depreciation	44,306.98	116,248.24
Electricity	22,476.61	9,857.11
Insurance	14,339.73	3,711.05
Marketing and Promotion	40,953.11	39,122.03
Meeting Costs	8,547.93	19,084.37
Minor Equipment	41,261.48	162,049.90
Motor Vehicle Expenses	18,563.50	-
Printing, Postage & Stationery	33,655.44	23,228.84
Project Expenses	-	145,035.00
Relocation Costs	12,835.46	34,269.75
Rent	236,398.06	118,161.38
Repairs and Maintenance	3,193.50	-
Resources and Materials	1,294.04	3,800.68
Security	1,718.74	1,730.69
Staff Recruitment	5,918.00	49,321.64
Subscriptions & Memberships	11,813.77	7,035.22
Sundry Expenses	6,071.57	1,431.77
Superannuation	288,021.67	133,642.03
Telephone	95,472.21	49,725.07
Training	64,741.00	27,685.88
Travel	28,912.43	4,488.74
Wages & Salaries	3,343,503.81	1,602,235.81
Workers' Compensation	27,207.04	2,501.09
<b>TOTAL EXPENDITURE</b>	<u>\$6,633,951.31</u>	<u>\$3,981,335.19</u>

The accompanying notes form part of the financial statements.

## TQ Financial Report - Page 3

### ASSETS AND LIABILITIES STATEMENT AS AT 30 JUNE 2017

	<u>2017</u>	<u>2016</u>
<b>CURRENT ASSETS</b>		
Cash on Hand	168.25	168.25
Cash at Bank (Note 2)	1,306,568.32	1,098,305.67
Debtors & Prepayments	172,931.97	277,084.62
Deposits	4,200.00	4,200.00
	<u>1,483,868.54</u>	<u>1,379,758.54</u>
<b>INVESTMENTS (Note 3)</b>	<u>1,767,085.46</u>	<u>1,721,855.11</u>
	3,250,954.00	3,101,613.65
<b>FIXED ASSETS (Note 4)</b>	<u>192,370.70</u>	<u>156,132.77</u>
	\$3,443,324.70	\$3,257,746.42
<b>CURRENT LIABILITIES</b>		
Creditors & Accruals	146,820.56	241,109.38
Grants Received & Unexpended (Note 5)	1,577,025.73	1,721,555.61
Provisions	<u>674,440.53</u>	<u>391,968.57</u>
	2,398,286.82	2,354,633.56
<b>NET ASSETS</b>	<u>\$1,045,037.88</u>	<u>\$903,112.86</u>
<b>MEMBERS' FUNDS</b>		
Balance 1 July 2016	903,112.86	639,448.56
Net Surplus for Year	<u>141,925.02</u>	<u>263,664.30</u>
<b>TOTAL MEMBERS' FUNDS</b>	<u>\$1,045,037.88</u>	<u>\$903,112.86</u>

The accompanying notes form part of the financial statements.



**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2017**

	<u>2017</u>	<u>2016</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Receipts</b>		
Legal Aid Queensland	298,307.00	289,073.00
Dept of Housing & Public Works Grants - Commonwealth	6,250,000.00	5,484,503.00
Catholic Religious Australia	-	10,000.00
Interest	57,679.85	38,685.89
Other Income	27,379.99	41,428.46
<b>Payments</b>		
Auspice Payments	2,007,477.59	1,548,710.14
Wages & Salaries	3,349,053.52	1,418,240.12
Other	942,797.82	782,362.98
<b>Net cash provided by (used in) operating activities</b>	<u>334,037.91</u>	<u>2,114,377.11</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payment for purchase of plant & equipment	80,544.91	248,612.94
<b>Net cash provided by (used in) investing activities</b>	<u>\$80,544.91</u>	<u>248,612.94</u>
<b>CASH FLOWS FROM FINANCIAL ACTIVITIES</b>		
Net increase/(decrease) in cash held	253,493.00	1,865,764.17
Cash at beginning of the reporting period	2,820,329.03	954,564.86
<b>Cash at end of the reporting period</b>	<u>\$3,073,822.03</u>	<u>\$2,820,329.03</u>
<b>Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities</b>		
Operating Result	141,925.02	263,664.30
- Depreciation	44,306.98	116,248.24
- Increase/(Decrease) in Payables	(94,288.82)	204,059.49
- Increase/(Decrease) in Provisions	282,471.96	190,732.84
- (Increase)/Decrease in Deposits & Debtors	104,152.65	(241,107.21)
- Increase/(Decrease) in Grants Unexpended	(144,529.88)	1,607,414.45
<b>Net cash provided by (used in) operating activities</b>	<u>\$334,037.91</u>	<u>\$2,141,012.11</u>

The accompanying notes form part of the financial statements.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirement of the Australian Charities and Not-for-Profits Commission Act 2012. The committee has determined that the association is not a reporting entity.

The report is also prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

#### (a) Revenue

Revenue comprises revenue from government grants, fundraising, events and fee for service activities.

Revenue is measured by reference to the fair value of consideration received or receivable by the entity for goods supplied and services provided.

Revenue is recognised when the amount of revenue can be measured reliably, collection is probable, the costs incurred or to be incurred can be measured reliably.

##### *Government grants*

A number of the entity's programs are supported by grants received from the Federal, State and Local governments. If conditions are attached to a grant which must be satisfied before the entity is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.

Where a grant is received on the condition that specified services are delivered to the grantor, this is considered a reciprocal transaction. Revenue is recognised as services are Performed and at year-end until the service is delivered.

Revenue from a non-reciprocal grant that is not subject to conditions is recognised when the entity obtains control of the funds, economic benefits are probable and the amount can be measured reliably. Where a grant may be required to be repaid if certain conditions are not satisfied, a liability is recognised at year end to the extent that conditions remain unsatisfied.

Where the entity receives a non-reciprocal contribution of an asset from a government or other party for no or nominal consideration, the asset is recognised at fair value and a corresponding amount of revenue is recognised.

##### *Donations*

Donations collected, including cash and goods for resale, are recognised as revenue when the entity gains control, economic benefits are probable and the amount of the donation can be measured reliably.

Where donations are received for a specific purpose, then the donation is only recognised once the funds have been spent for that purpose.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

#### (a) Revenue (cont'd)

##### *Interest income*

Interest income is recognised on an accrual basis using the effective interest method.

All revenue is stated net of the amount of goods and services tax.

#### (b) Operating expenses

Operating expenses are recognised in profit or loss upon utilisation of the service or at the date of their origin.

#### (c) Leasehold improvements and equipment

Leasehold improvements and equipment (comprising computers, furniture and motor vehicles) are initially recognised at acquisition cost, including any costs directly attributable to bringing the assets to the location and condition necessary for it to be capable of operating in the manner intended by management.

Leasehold improvements and equipment are subsequently measured using the cost model, cost less subsequent depreciation or amortisation.

Depreciation and amortisation is recognised on a straight-line basis to write down the cost less estimated residual value of equipment. The following useful lives are applied:

- Plant and equipment: 3-10 years
- Leasehold improvements: life of lease
- Computer equipment: 3-7 years
- Office equipment: 3-13 years

In the case of leasehold property, expected useful lives are determined by the term of the lease.

#### (d) Financial Instruments

##### **Initial recognition and measurement**

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell the asset (ie trade date accounting is adopted). Financial instruments are initially measured at fair value plus transactions costs, except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are recognised immediately as expenses in profit or loss.

##### **Classification and subsequent measurement**

Financial instruments are subsequently measured at fair value amortised cost using the effective interest method, or cost. Where available, quoted prices in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted.

*Amortised cost* is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the *effective interest method*.

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

#### 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

##### (d) Financial Instruments (cont'd)

##### Classification and subsequent measurement (cont'd)

The effective interest method is used to allocate interest income or interest expense over the relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying amount with a consequential recognition of an income or expense item in profit or loss.

##### *i. Financial assets at fair value through profit or loss*

Financial assets are classified at "fair value through profit or loss" when they are held for trading for the purpose of short-term profit taking, derivatives not held for hedging purposes, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management or investment strategy. Such assets are subsequently measured at fair value with changes in carrying amount being included in profit or loss.

##### *ii. Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

##### *iii. Held-to-maturity investments*

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the company's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

##### *iv. Available-for-sale investments*

Available-for-sale investments are non-derivative financial assets that are either not capable of being classified into other categories of financial assets due to their nature or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments.

They are subsequently measured at fair value with any measurements other than impairment losses and foreign exchange gains and losses recognised in other comprehensive income. When the financial asset is derecognised, the cumulative gain or loss pertaining to that asset previously recognised in other comprehensive income is reclassified into profit or loss.

Available-for-sale financial assets are classified as non-current assets when they are not expected to be sold within 12 months after the end of the reporting period. All other available-for-sale financial assets are classified as current assets.

##### *v. Financial liabilities*

Non-derivative financial liabilities other than financial guarantees are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

### 1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

#### **{e} Impairment testing of assets**

At the end of each reporting period, the entity assesses whether there is any indication that an asset may be impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss, unless the asset is carried at a revalued amount in accordance with another Standard (eg in accordance with the revaluation model in MSB 116). Any impairment loss of a revalued asset is treated as a revaluation decrease in accordance with that other Standard.

#### **{f} Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and in the bank including short-term fixed deposits.

#### **{g} Retained Earnings**

Retained earnings include all current and prior period retained surpluses.

#### **{h} Deferred income**

The liability for deferred income is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided or the conditions usually fulfilled within twelve (12) months of receipt of the grant.

#### **{i} Goods and Services Tax {GST}**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST. Cash flows are presented in the statement of cash flows on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.

#### **{j} Employee Entitlements**

Liabilities for Wages & Salaries and Annual Leave are recognised and are measured as the amount unpaid at the reporting date at current pay rates in respect of employees' services up to that date. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

#### **{k} Comparative Figures**

Comparative figures, where necessary, have been reclassified in order to comply with the presentation adopted in the figures reported for the current financial year.



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2017**1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)****(l) Economic Dependence**

The Tenants Queensland Inc is dependant on government funding to operate. As at the date of the report the committee has no reason to believe the government will not continue to support the organisation.

**(m) Significant management judgement in applying accounting policies**

The directors evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

**NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2017**

		<u>2017</u>	<u>2016</u>
<b>2. CASH AT BANK</b>			
General Account		490,773.82	45,193.20
TU Maximiser Account		14,960.96	960,156.01
Charitable Donations Account		5,506.75	4,853.29
Charitable Maximiser Account		20,493.21	20,356.67
ME Bank Online Saver Account		674,833.58	67,746.50
		<u>\$1,306,568.32</u>	<u>\$1,098,305.67</u>
<b>3. INVESTMENTS</b>			
National Bank Term Deposit - Staff Liabilities		66,142.27	64,449.27
National Bank Term Deposit - Tenants Union		1,700,943.19	1,657,405.84
		<u>\$1,767,085.46</u>	<u>\$1,721,855.11</u>
<b>4. FIXED ASSETS</b>			
Office Equipment - at Cost	194,739.25		186,017.25
Less Accumulated Depreciation	<u>168,267.05</u>		<u>155,794.81</u>
		26,472.20	30,222.44
Furniture & Fittings - at Cost	193,289.13		193,289.13
Less Accumulated Depreciation	<u>92,560.86</u>		<u>67,378.80</u>
		100,728.27	125,910.33
Motor Vehicles - at Cost	71,822.91		-
Less Accumulated Depreciation	<u>6,652.68</u>		<u>-</u>
		65,170.23	-
		<u>\$192,370.70</u>	<u>\$156,132.77</u>

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2017

	<u>2017</u>	<u>2016</u>
<b>5. GRANTS RECEIVED &amp; UNEXPENDED</b>		
Department of Communities - TAAS Reform	8,135.25	8,135.25
Department of Housing and Public Works - QSTARS	1,513,566.11	1,683,929.28
Legal Aid Queensland	<u>42,438.60</u>	<u>16,605.31</u>
Catholic Religious Australia	<u>12,885.77</u>	<u>12,885.77</u>
	\$1,577,025.73	\$1,721,555.61
<b>6. CONTINGENT LIABILITIES</b>		
Tenants Queensland Inc has in place facility backed bank guarantees in relation to rental premises.		
Bank Guarantees	<u>\$71,946.50</u>	<u>\$71,946.50</u>

**12.**

**TENANTS QUEENSLAND INC.**

**STATEMENT BY MEMBERS OF THE COMMITTEE**

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

1. In the opinion of the committee the financial report as set out on pages 1 to 11 are in accordance with the Australian Charities and Not-for-Profits Commission Act 2012 and:
  - (a) Comply with the Australian Accounting Standards applicable to the entity; and
  - (b) give a true and fair view of the associations financial position as at 30 June 2017 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements;
2. At the date of this statement, there are reasonable grounds to believe that Tenants Queensland Inc. will be able to pay its debts as and when they fall due.

This Declaration is signed in accordance with Subs 60.15(2) of the Australian Charities and Not-for-Profits Commission Regulation 2013

President 

Treasurer 

Dated this 16<sup>th</sup> day of October 2017.

**13.**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**TENANTS QUEENSLAND INC.**

**Report on the Audit of the Financial Report**

***Opinion***

We have audited the financial report of Tenants Queensland Inc., which comprises the assets and liabilities statement as at 30 June 2017, the income and expenditure statement and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In our opinion, the accompanying financial report of Tenants Queensland Inc. has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012 including:

- 1) giving a true and fair view of the associations financial position as at 30 June 2017 and of its performance for the year then ended; and
- 2) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the Australian Charities and Not-for-Profits Commission Regulation 2013.

***Basis for Opinion***

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES110: code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

***Emphasis of Matter – Basis of Accounting***

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the Australian Charities and Not-for-Profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

***Responsibilities of the Committee for the Financial Report***

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the Australian Charities and Not-for-Profits Commission Act 2012 and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.



## 14.

### ***Auditor's Responsibilities for the Audit of the Financial Report***

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

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

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



PETER GESCH  
HAYWARDS CHARTERED ACCOUNTANTS  
Level 1 / 488 Lutwyche Road  
LUTWYCHE QLD 4030

Dated this 16<sup>th</sup> day of October 2017

## TQ Staff and positions

### BRISBANE HEAD OFFICE

**Penny Carr**

Chief Executive Officer

**Chris Freney**

Service Delivery Manager

**Pat Morgan**

Business Manager

**Julie Bartlett**

Principal Solicitor

**Alice Thompson**

Executive Officer

**Alison Lovell**

Legal Officer (Former)

**Evania Johns**

Legal Officer

**Margaret Barnes**

Learning Development Worker

**Phillip Parke**

Learning Development Worker (casual)

**Wendy Herman**

Volunteer Coordinator

**Jude Clarkin**

Finance Administrator

**Jessie Westaway**

Administration Support & HUB Intake

**Janet Dunn**

Administrator

### HUB

**Michelle Burgermeister**

HUB Coordinator

**Ron Whittington**

Senior Advice Worker

**Janice McDonald**

Senior Advice Worker

**Jacinta Arnold**

Advice Worker

**Simon Dilly**

Advice Worker

**Kate Fenwick**

Advice Worker

**Tess Beck**

HUB Intake Worker

**Jess Dunn**

Advice Worker

**Liisa Kuru**

Advice Worker

**Jesse Rutherford**

Advice Worker (Former)

### BRISBANE NORTH COAST

**Frank Stinson**

Regional Services Coordinator,  
Brisbane North

**Bill Darling**

Expert Support Worker

**Peter Murphy**

Senior Advice Worker

**Tracey Lewis**

Advice Worker

**Lurline Comerford**

Advice Worker

**Lisa Murr**

Advice Worker

**Melissa Boddy**

Advice Worker

**Nerida McAlister**

Advice Worker

**Kitrina Edwards**

Community Education Worker

**Vanessa Diskett**

Community Education & Network  
Development Worker (Former)

**Phebe Wong**

Community Education & Network  
Development Worker

**Amy Tidbold**

Administrative Support

### SOUTHERN QUEENSLAND

#### Southport

**Sheree Harris**

Senior Advice Worker

**Adrienne Bydeveldt**

Advice Worker

#### Palm Beach

**Cherie O'Donnell**

Regional Services Coordinator, Southern

**Helen Whittle**

Expert Support Worker

**Eleanor Gardner**

Advice Worker

**Wendy Curtis**

Advice Worker

**Daniel Bastick**

Community Education/Network  
Development Worker

**Barbara Dyer**

Administration Worker (Former)

**Lauren Bellwood**

Administration Worker

#### Logan

**Anna McCormack**

Advice Worker

**Sushil Sam**

Advice Worker

**Tamblyn Stephenson**

Advice Worker

### CENTRAL QUEENSLAND

#### Rockhampton

**Karen Butler**

Regional Services Coordinator, Central Qld

**Debra Willebrand**

Advice Worker

**Samantha Jones**

Expert Support Worker

**Narelle Pasco**

Community Education/Network  
Development Worker (Former)

**Raelene Martin**

Community Education/Network  
Development Worker

### NORTHERN QUEENSLAND

#### Cairns

**Bryony Walters**

Regional Services Coordinator Northern  
(Former)

**Laurel Devine**

Regional Services Coordinator Northern

**Gavin Ah Kee**

Community Education/Network  
Development Worker

**Alby-Bunting-Alexander**

Senior Advice Worker

**Nelson Lee**

Advice Worker (Former)

**Liz Dearman-McLaren**

Advice Worker

**Tracey Parter**

Advice Worker

**Agatha Shotam**

Administration Worker

#### Townsville

**Jenny King**

Advice Worker

**Warren Rowles**

Advice Worker

**Hayley Holland**

Advice Worker

#### Mt Isa

**Lillian Lee**

Advice & Network Development Worker

Casual support and administrative assistance or was provided through the year by: **Phillip Dowsett, Tess Beck, Jess Dunn, Liisa Kuru, Sharon Nicoll, Aaron Santelises**

Project workers – **Pat Thomson, Melanie Bickford, Andrew Bryant**



L to R: Founding members Peter See, TQ Convenor; Deidre Coughlan, Member; Lurline Comerford, Advice Worker; Anna Mc Cormack, Advice Worker.

"We were grateful to have had with us a number of founding members of the organisation including Deidre Coughlan who sadly passed away late last year. Deirdre was a dedicated and committed housing advocate who always attended the AGMs and was one of the first tenant representatives on the Rental Bond Authority's board.

We will miss Deirdre as we gather again this year but will remember her encouragement just days before she died 'to keep up the good fight'."

(From Peter See's report)



Tenants Queensland Inc

## TQ and Partner Offices

### BRISBANE HEAD OFFICE AND HUB

Level 1, 87 Wickham Tce, Spring Hill 4000

### BRISBANE NORTH COAST

#### **BNC:**

Level 1, 87 Wickham Tce, Spring Hill 4000

#### **Community Plus:**

556 Ipswich Rd, Annerley 4103

#### **Enhance Care:**

Suite 2, 77 King St, Caboolture 4510

#### **Suncoast Community Legal Service:**

The TAFE Bldg., 170 Horton Pde, Maroochydore 4558

### CENTRAL QUEENSLAND

#### **Rockhampton:**

240 Quay St, Rockhampton 4700

#### **Hervey Bay Neighbourhood Centre:**

22 Charles St, Pialba 4655

#### **Mackay Regional Community Legal Centre:**

Suite 4, 80 Victoria St, Mackay 4740

### SOUTHERN QUEENSLAND

#### **Southport:**

34 Railway St, Southport 4215

#### **Palm Beach:**

4/1051 Gold Coast Highway, Palm Beach 4221

#### **Logan:**

Youth & Family Service, 376 Kingston Rd, Slacks Creek 4127

#### **Ipswich Regional Advocacy Services Inc (IRASI):**

Ground Level, IGIC Bldg., 40 South St, Ipswich 4305

#### **The Advocacy and Support Centre (TASC):**

223 Hume St, Toowoomba 4350

### NORTHERN QUEENSLAND

#### **Cairns:**

208 McLeod St, Cairns 4870

#### **Townsville:**

3/95 Denham St, Townsville 4810

#### **Mt Isa:**

72 Marian Street, Mount Isa 4825  
(C/O Mount Isa Family Support Service &  
Neighbourhood Centre Inc.)

For more information visit our website at [www.tenantsqld.org.au](http://www.tenantsqld.org.au)

For tenancy advice call 1300 744 263