

## Working towards a society where renting is a secure and respected housing tenure.

### Our Purpose

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

### Our Values

- We empower tenants
- We show respect for all stakeholders
- We act with integrity
- We commit to furthering tenants' rights
- We promote a culture of continuous improvement
- We will be accountable for our work

### About TQ

Established in 1986, Tenants Queensland (formerly Tenants' Union of Queensland) is a state-wide community and legal service providing free tenancy advisory services for residential tenants. TQ aims to protect and improve the rights of all people who rent their home in Queensland. This includes renters in social or private rental accommodation and renters in marginal tenures such as caravan parks and boarding houses.

TQ is the lead provider in the newly developed Statewide Tenant Advice and Referral Service (QSTARS) program initiated by the Queensland government in July 2015. QSTARS provides quality, free, independent tenant advisory services to tenants across Queensland. QSTARS

assists renters to understand and exercise their legislative rights and responsibilities, and through this to manage and sustain their tenancy.

Under QSTARS TQ operates a state-wide telephone advice service and provides training, information, support, community education materials and specialist advice in tenancy related legislation for its own and partner offices throughout the state. TQ has been at the forefront of tenancy law reform and policy development since its establishment. TQ conducts research into a range of tenancy issues and contributes to the development of legislation and policy in Queensland and nationally.



#### Provide high quality services to Queensland tenants

Deliver high quality services to Queensland tenants through QSTARS, CLSP and other programs.

Build the culture and practice of continuous service improvement through data analysis and staff and client feedback.

Adapt service delivery approaches and priorities in response to changes in the rental market.



#### A strong and effective voice for tenants

Initiate and sustain high quality communication with stakeholders including tenants, service partners and government.

Develop clear policy positions on key issues affecting Queensland tenants to inform advocacy activity.

Campaign strategically and effectively for legal and policy reforms which benefit Queensland tenants.



#### A well-managed, sustainable organisation

Ensure the organisation's legal and structural arrangements continue to be the best 'fit' with its strategic and operational goals.

Effectively manage organisational risks and deliver ongoing quality improvement.

Support a healthy and engaged workforce/ Deliver industry good practice employment conditions and workplace relations

Seek new and more diverse income sources to resource organisational priorities.