

# Tenants Queensland Inc



## Annual Report 2018 – 2019



# Tenants Queensland Values Statement

## TQ Vision

A society where renting is a secure and respected housing tenure.

## TQ 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 are accountable for our work

## TQ Purpose

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

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# Convenor Report

This report marks the end of my first year as Tenants Queensland's (TQ) Convenor. The TQ Steering Committee ("the Committee") has continued to review and improve the organisation's governance processes and provide strategic oversight to TQ's operations.

We have continued to work on TQ's constitutional review, and, we look forward to providing an update regarding this process in the near future.

At many Committee meeting, TQ's core business and its strategic risk was a key focus. The Committee is also now able to garner additional support from the Finance Subcommittee which has had risk management added to its prevue.

The Committee also engaged in many discussions with TQ's funders regarding TQ's business model for delivery of the QSTARS program. The negotiations with our funders have now concluded, allowing us to continue to focus on the continuous improvement of services for our clients.

TQ deeply appreciates the pro bono assistance generously provided by a number of law firms over the year. Each have assisted with distinct pieces of work integral to our governance and operations. Thank you to Colin Biggers & Paisley Lawyers, Allens Linklaters, Clayton Utz and Herbert Smith & Freehills.



The Committee, as always, would like to thank our staff and students, without whom we would not be able to provide any client services. Staff and students are the face and backbone of TQ. The Committee values the commitment and enthusiasm of TQ's staff, particularly given the significant changes that have occurred over the last number of years.

The Committee acknowledges the hard work, dedication, and effort, of the Senior Leadership Team - Penny, Pat, Chris and Julie, as well as Alice who supports that team. The Senior Leadership team have provided significant time and energy to TQ and to the Committee.

To our funders, the Department of Housing and Public Works, the Department of Justice and Attorney General, and the Department of Child Safety, Youth and Women, we are grateful for your ongoing support for our work. We look forward to continuing our partnerships in the service of Queensland renters.

The Committee would also like to thank Paul Smithson who is stepping down from the Committee this year. Paul provided balance and calm consideration to our discussions and his input will be missed. Paul, thank you for the time you have provided and all the train trips from the Gold Coast to attend Committee meetings.

Finally, I and the Committee would like to thank the members and the friends of TQ, all of whom believe in what we are attempting to achieve as an organisation, and, continue to support us.

We commend this annual report to you.

A handwritten signature in black ink, appearing to read 'Rohan Tate'.

**Rohan Tate**  
Convenor

# CEO Report

The 2018/19 year has been one with both an inward and outward looking focus.

Our two major projects, which commenced last year, were further developed and brought to conclusion. This work helped us engage with numerous service delivery agencies as well as multitudes of rooming accommodation residents across the state. The opportunity to engage with rooming accommodation has been a rare and real privilege made possible by funding from the Queensland government for the Right Where You Live project.

At the same time we've been able to open up new engagements with domestic and family violence support agencies in support of staff delivering tenancy advice to their own clients. At the time of writing, TQ is in negotiation on a stage two project.

The year has seen TQ developing strategic partnerships with various universities and institutes to plan our research agenda and participate in relevant pre-determined ones. This long-term work is to ensure TQ advocacy is up to date, well informed and evidence-based.

More introspectively, we have spent the year reviewing our QSTARS data and resource deployment to inform operations over coming years. With consistent data collection in place across all QSTARS program outlets, internal and external, now allows us to review and compare client need and demand as well as service outcomes. Amongst other things, this information is being utilized in updating the QSTARS sub-contracts which will be finalized in the coming financial year.

At the time of writing, it is exactly four years since TQ was informed of our success in the QSTARS tender. In reflection, I think it takes about that time to establish a new program from an almost standing start. Happily, the systems are now in place, the competency of workers is high and the rate of organisational change has abated. We can now focus on continuous improvement moving forward.



The coming year will see us re-tendering for our CLSP program, vitally important to all the work we do.

Equally important will be our work campaigning to Make Renting Fair in Qld as the state government proposes tenancy law changes. We have hoped to see a Bill by now, however it now looks more likely toward the end of this calendar year. We need the support of all our members and supporters in this campaign.

A handwritten signature in black ink, appearing to read 'Penny Carr'.

**Penny Carr**  
CEO

■ Goal 1

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**Provide  
high quality  
services to  
Queensland  
tenants**



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**Tenants Queensland (TQ) 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, legal and advisory services through the Community Legal Services Program (CLSP) and the Queensland Statewide Tenant Advice and Referral Service (QSTARS). A key tenet of TQ's work is to empower tenants to manage their own tenancy issues while also providing additional support to tenants where needed.**

# ■ Goal 1

## ■ Community Legal Services Program

### Legal Service

TQ's Legal Service provides case work in relation to complex tenancy law matters, often representing clients who face high levels of disadvantage. The Legal Service also takes on strategic litigation where the outcome has the potential to advance tenants' rights or clarify the interpretation of tenancy laws.

### Legal support and quality assurance

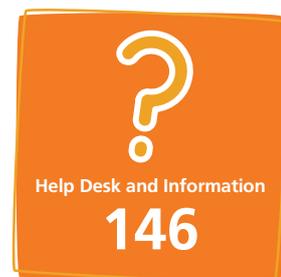
The Legal Service provides specialist legal support for TQ services and ensures the accuracy and consistency of advices provided by paralegals, community legal education products and publications, as well as TQ training materials.

### Tenancy Law Clinic

The Legal Service operates a Law Student Advice Clinic. The clinic runs in conjunction with the University of Queensland (UQ) pro-bono centre. As an elective subject the clinic provides a rare opportunity for six students, each semester, to work directly with clients vulnerable to legal problems related to their tenancies. Students work under TQ supervision. They learn the practical application of social justice principles and tenancy law with a diverse range of clients.



Julie Bartlett - Principal Solicitor



L-R. Alexander Badrak, Lauren Cheong, Clinic Supervisor Wendy Herman, Kyra Ng and Scott Byron (absent Taylor Johnson and Wen Yen Heu)



From left to right: Mei Qi Cai (Mimi), Georgie Bills, Jemimah Rowlandson, Duong Nguyen (Maggie), Catherine Blake, and Sophie Seneviratne

### Feedback from law students

'What I enjoyed most about the clinic was being able to work with real clients and help them solve real life problems'.

'This is by far my most enjoyable experience throughout my whole entire law degree'.

'The practical experience provided at TQ will give you a glimpse into what is like working in law from a legal clinic perspective'.

'You get to work with real clients and solve real life problems that might be life changing'.

'This is the first time I have been able to put the law I learn into practice. The learning structure was great because the tenancy training at the beginning was vital for working with clients later on'.

# ■ Goal 1

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## ■ CLSP case studies

### Case Study 1

James had a claim filed against him in the Brisbane Magistrates court approximately four years after he vacated the premises. The lessor alleged he owed \$3000 in rent, \$1019.18 in interest at 10%, \$376.29 for water consumption and \$959.05 filing fees and costs. The general tenancy agreement contained several special terms previously declared unlawful, including an “as is condition” regarding the premises, interest on any rent arrears, and a clause stating that no repairs would be carried out during the tenancy. The premises was not water efficient and the local council had served an enforcement order on the lessor after deeming the premises unsafe.

In April 2015 James gave verbal notice of his intention to leave and terminate the periodic tenancy. He then took two months to move his belongings to a new place, paying rent on both properties until handover in June 2015. The lessor took advantage of the tenant’s verbal notice to leave and applied to the Queensland Civil Administrative Tribunal (QCAT) for a termination order and a warrant of possession, despite being aware the tenant had vacated. James was unaware of this application and the warrant until he received the statement of claim in January 2019.

TQ filed a conditional notice of intention to defend, along with an application to have the lessor’s claim dismissed. TQ relied on the 6-month limitation contained in s419 of the Residential Tenancies and Rooming Accommodation (RTRA) Act 2008; the District Court decision in *Delahoy & Grevell v Wuiske & Anor*; s516; and the failure on the part of the lessor to comply with the prescriptive requirements contained in s416. The claim against James was dismissed.

“TQ filed a conditional notice of intention to defend, along with an application to have the lessor’s claim dismissed.”

### Case Study 2

The February 2019 floods were devastating for many tenants in the greater Townsville area. Initially tenants were dealing with the trauma of the event, the losses they sustained and the need to find accommodation. Within days however, concerns about the actions of some Real Estate Agents and lessors became apparent. One matter stood out.

Khalil and Craig shared a house inundated by a metre of water. They were not insured and lost everything. They returned to utter devastation and started cleaning. It was too toxic to do a full bond clean so Khalil and Craig concentrated on clearing out their damaged belongings to enable vacant possession for the lessor.

The tenancy agreement was terminated on grounds of non-liveability. Khalil and Craig lodged their application for bond and rent paid in advance. However, the lessor disputed their claim and lodged a counter-claim of \$3043.84 for:

- Bond clean above the flood line \$1395.00;
- Pest spray post flood \$200.00;
- New oven and installation \$804.00;
- Water consumption charges \$399.84;
- Yard mowing and cleaning \$140.00; and
- Repair damaged wall \$105.00.

The Lessor claimed Khalil and Craig:

- did not clean the property post flood
- hosed out the oven resulting in the oven being destroyed
- failed to do a pest spray post flood
- failed to maintain the yard and gardens
- inadequately patched up a wall that had been holed.

TQ supported Khalil and Craig's application to QCAT. Their full bond and advance rent was refunded (\$1900.71). The lessor's counter-claim was dismissed, except for the \$105.00 claim for the patch to the wall.

"Their full bond and advance rent was refunded (\$1900.71). The lessor's counter-claim was dismissed..."

### Case Study 3

TQ supported Moira to dispute an excessive claim relating to maintenance and damage made by her lessor. At the eleventh hour Moira was feeling fearful and overwhelmed by the approaching Tribunal hearing and the \$8,000 claim against her. After a five-year tenancy, in which the lessor had undertaken no general repairs or maintenance, Moira was held responsible for improvements such as re-turfing the yard (\$2000) and installation of new blinds (\$900). With TQ's support Moira was well prepared however her anxiety was rising and she wanted an adjournment. TQ advised how this could be achieved. However Moira didn't take the steps to secure an adjournment. In the days before the hearing she spoke to tenancy advice workers who validated her fears and encouraged her to proceed. Moira had a strong case, with well documented evidence.

On the day of the hearing Moira found the courage to attend. The Tribunal found in her favour, correctly applying s188 (4) and s185 and warning the lessor that these unjustified claims for general maintenance, or wear and tear, will simply be dismissed.

Moira was refunded her bond, less a few days rent and her water bill. She was very happy and relieved; and very grateful of TQ.

"TQ supported Moira to dispute an excessive claim relating to maintenance and damage made by her lessor."

# ■ Goal 1

## ■ Projects

TQ was engaged in two major projects during 2018-19, both of which were completed during this financial year.

### Building Consumer Confidence Initiative - Right Where You Live



In late 2017 the current government passed laws to improve the consumer protections for residents of rooming accommodation, owner occupied manufactured homes and retirement villages in regard

to their housing. To ensure current residents were informed of the legislative changes and improvements, and potential residents of these housing options were supported, TQ coordinated



the provision of information to consumers across the state through the Right Where You Live project. Right Where You Live was funded by the Department of Housing and Public

Works and was delivered over an 18-month period over 2018-19. A series of information sessions and forums were delivered by the five participating organisations representing residential services, retirement villages, and manufactured homes sectors

The project reached 1,753 residents in the residential services sector and 2,174 residents of retirement villages.

Information sessions were also delivered to 2,454 people in the prospective/generalist sector. Joint regional forums were held with representatives from the manufactured homes sector and retirement villages sector giving information sessions on their respective legislation changes and workshops for prospective residents and homeowners. In total 232 people attended the joint regional forums.

### Domestic & Family Violence initiative - Keeping Women Safe in their Homes Project

"Keeping Women Safe in their Homes" project was funded by the Department of Communities, Child Safety and Disability Services. It was well received by the sector as it assisted service providers to better support survivors of DFV with tenancy-related issues. This project delivered two significant contributions to support women who are experiencing, or have experienced, domestic and family violence:

1. The TQ Domestic and Family Violence Integrated Tenancy Toolkit; and
2. The helpdesk advisory line.



Launching the DFV Tenancy Law Kit at TQ's AGM in December 2018 Hon Di Farmer | Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence

# Qstars



QLD STATEWIDE TENANT ADVICE AND REFERRAL SERVICE

## ■ Queensland Statewide Tenancy and Referral Service (QSTARS)



Chris Freney - Service Delivery Manager

TQ delivers the QSTARS program at 14 sites across Queensland. TQ's eight offices are located in Spring Hill, Palm Beach, Logan, Southport, Rockhampton, Townsville, Cairns and Mt Isa. Its partner agencies are located in Yeronga, Ipswich, Toowoomba, Caboolture, Sunshine Coast, Mackay and Hervey Bay.

QSTARS provides high quality tenancy advice and information to tenants across Queensland. The HUB is the initial port of call for all incoming calls. Through the HUB callers are directly assisted or assessed as needing further assistance and support and referred to a TQ or partner regional office.

### QSTARS Advice Services

Output	Sessions	Hours
Information only	14251	4592
Individual advice and assistance	68322	7912
Expert advice and professional support	11749	15359
<b>TOTAL</b>	<b>94322</b>	<b>27864</b>

\*including QSTARS partner agencies

### QSTARS Key Activities

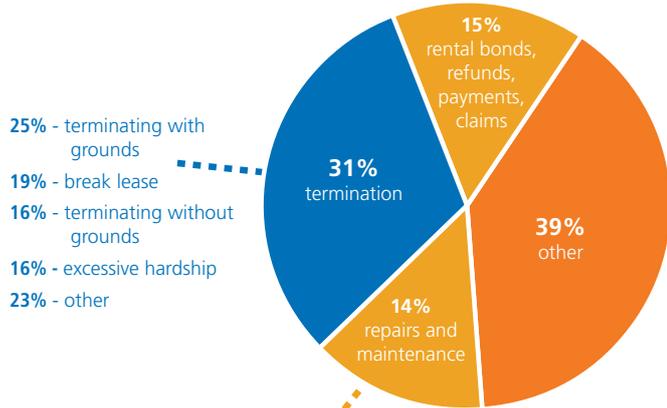
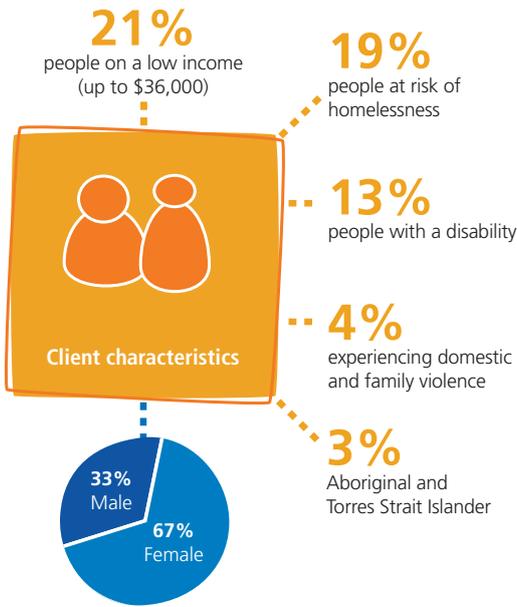
Activity	Hours
Regions and HUB advice	30,667
Community Education	4,359
Training	1,552
<b>TOTAL</b>	<b>36,578</b>

\*not including QSTARS partner agencies

### Risk Management Reviews of Advice

	Number	Hours
Risk Management Reviews	3852	594

# ■ Goal 1



- 79% - lessor obligations
- 7% - tenant obligations
- 10% - emergency repairs/H&S
- 2% - locks, keys, security
- 1% - fixtures

**27,732**  
New (all)

**21,785**  
Unique callers answered

**30,134**  
All calls answered



**16,130**  
New (HUB ONLY)

**3,288**  
Repeat (HUB ONLY)



**16,773**  
Repeat (all)

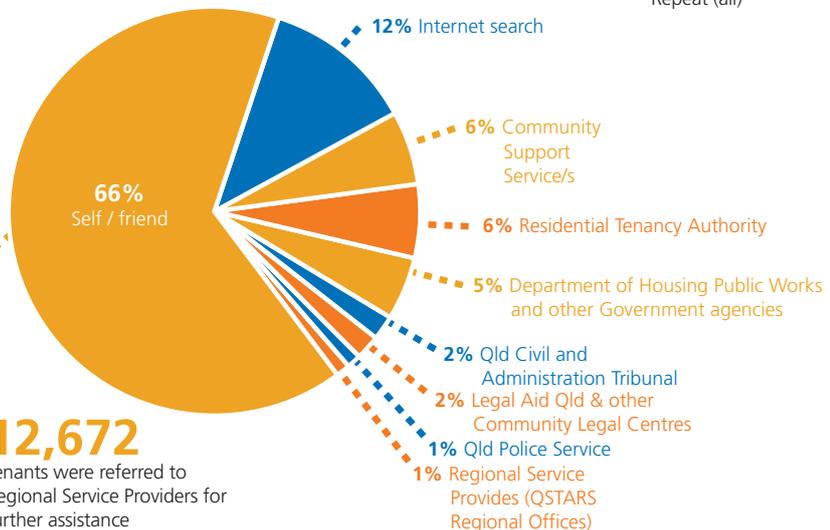
**3,539**  
Referrals from TQ offices

**4,362**  
Referrals from Partner agencies

**7,901**  
Total referrals sent by HUB to Regional Service Providers



**12,672**  
Tenants were referred to Regional Service Providers for further assistance



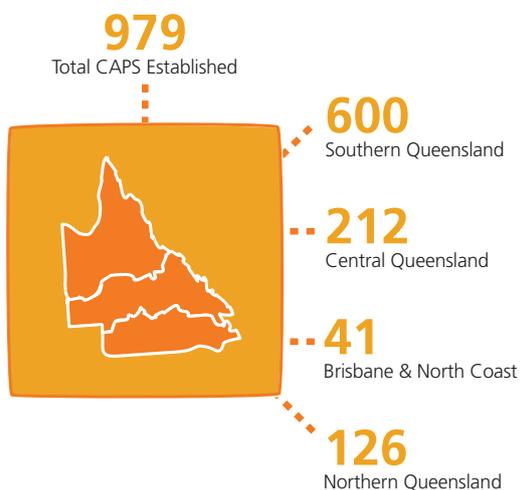
### QSTARS 2018 TO 2019 Improvement Strategies Review

TQ undertook an improvement strategies review during 2018-19 in keeping with our aim to provide a consistent and coordinated QSTARS service across the State. Key outcomes of this review were progressively implemented over the year. They included:

1. Collaborating with the Queensland Police Service (QPS) to take tenancy based referrals.
2. Improving functionality of CSnet to better meet QSTARS operational needs.
3. Increasing flexibility of service delivery to allow staffing resources to better match real time demand for advice services.

### Community Access Points

Through relationship building with existing community organisations QSTARS and its partners have established 979 formal Community Access Point (CAPs) agreements across Queensland. CAPs improve tenants' access to QSTARS advice workers. These collaborations increase opportunity for early intervention and hence the prevention of tenancy issues reaching crisis.



### Learning and Development

During 2018-19 TQ introduced role competency profiles and the Six Layers of Learning Program to improve the knowledge and skill of TQ's advice workers. Learning and Development plays a critical role in the delivery of high quality professional advice. A total of 22 training topics were delivered.



Training and development also focused on HUB worker training with 55 one on one sessions delivered.

An overview of Tenancy Law was delivered to three external organisations who contacted Tenants Queensland seeking the training for their staff.

Regional visits were made to Cairns, Rockhampton, Southport, Palm Beach and Logan for the purpose of delivering training.

# ■ Goal 1

## Feedback from training:

"It was the best training I have been to at TQ - and I've been to some really good training sessions with you all - from room set up to relevance of material to time allowed for each section and questions - flowed really well - everyone engaged and was respectful - great to share common concerns and tips on how others are using the system - pretty special also to be able to engage with the person who actually created the system and who can trouble shoot really well."

"The training was fantastic. The trainer was easy to understand, very approachable and very knowledgeable."

"Very satisfied with the training program"



Joanne Joy (Administration Worker Cairns) in training and Jayme-Lee Aigus (Advice Worker Central Queensland).

"I found it very useful to hear from the other workers and how they work in their regions. We often work alongside or even next to colleagues and don't know very much about their roles."

## Community Education

TQ's Statewide Community Education Network provides information and education to services and community members across Queensland through the delivery of workshops and presentations; and through participation in community events.

Over 2018-19 community education has had a particular focus on:

1. Local Level Alliances (LLAs) - the local area networks responsible for providing family support services to vulnerable families; and the
2. Queensland Aboriginal and Torres Strait Islander Health Council regional member services that provide health care services to Indigenous communities, families and individuals.

TQ's Statewide Community Education Network delivers information and education to a broad range of services targeting a range of issues including housing and homelessness, indigenous health, domestic and family

## 2018-19 Community Education Sessions and Events

	North Qld	Central Qld	Brisbane North	Southern Qld	HUB	TOTAL
Workshops and presentations	24	15	43	48	35	165
Community events	10	15	22	55	21	123

violence, and employment. Particular services and agencies targeted include Legal Aid, Queensland Police Service, QLD Health, QLD Corrective Services, youth services, financial counselling services, TAFEs, libraries, high schools and emergency relief and crisis agencies.

Community Education events that provide a rich arena to share information include International Tenants Day, University Orientation Week, Homeless Connect, International Women’s Week, Harmony Day, the National Aboriginal & Islander Day of Celebration (NAIDOC), Anti-Poverty Week, National Youth Week, Mental Health Week and National Close the Gap Day.



Phebe Wong, BNC Community Development and Network Development Worker and Cameron Birkhead, HUB Community Education Worker at Griffith University Orientation Week



Jenny Brown, NAIDOC Cairns



Gold Coast Exchange Ideas Festival

# ■ Goal 1

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## 2018-19 Community Education Highlights

### 1. Rental Recovery HUB – Townsville Floods

TQ played an active role in response to the Townsville floods in early 2019. TQ were present at the Recovery Centres, with the Cairns office, other TQ offices and CLSP resources contributing to our overall response. A formal partnership was established with the Department of Housing & Public Works, the Residential Tenancy Authority and the Real Estate Institute of Queensland within the Rental Recovery HUB in Mundingburra. This Hub focused solely on the specific issues for tenants and lessors.

“I don’t think I can stress enough the importance and difference a face to face service has provided, re connecting and ensuring people that we are actually here to assist them and listen to them allowed us to make a judgement call on their overall wellbeing and situation. It was a pleasure working with your team, very professional, knowledgeable and helpful to the community.”

Department of Housing and Local Government to TQ on the Rental Recovery Hub partnership.



This place, my home.

# INTERNATIONAL TENANTS' DAY

Understanding your tenancy rights and responsibilities



## 2. International Tenants Day 2018

International Tenants Day (ITD) is an important event in TQ's community education calendar. Celebrated on the first Monday of October each year, the day is themed by the International Union of Tenants and is the focus for a range of community events locally and across many countries.

ITD has been celebrated annually on the first Monday in October since 1986, where the day first originated in France to promote and raise awareness of tenants rights across the world.

TQ conducted a photo competition themed on 'This Place, My Home' for ITD 2018-19. A range of events were held at TQ offices across the state including a Tenants Breakfast in Mt Isa, BBQ and entertainment in Brisbane, a sausage sizzle and information staff in Rockhampton, and a BBQ in Cairns. An important aspect of all events is a tenancy information stall with staff onsite to answer any questions.



This Place, My Home" ITD Photo Competition 2018 with his family

## 3. Supporting prisoners in North Queensland

TQ Cairns Office developed connections with Corrective Services, the Lotus Glen Correctional Centre and associated services in North Queensland. Our aim is to increase access for offenders, inmates, and those on probation and parole, to tenant advisory services. A number of Community Education sessions have been delivered with participants from local services, real estate agencies and statutory bodies. QSTARS will continue to further its connections with Indigenous Justice Groups and Prisoner Throughcare Teams.

# QSTARS Case Studies



## **Kylie and her husband assisted to have a warrant of possession successfully withdrawn**

Kylie\*, who was awaiting cancer surgery and struggling to advocate for herself and her husband in relation to their tenancy sought assistance from QSTARS. They needed support with a Warrant of Possession (WoP). The couple were behind on their rent and had been issued a Notice to Remedy Breach followed by a Notice to Leave. They had paid their rent arrears but not within the remedy period. They then failed to leave the premises by the handover date and were worried about the Warrant.

There was only eight days from the time Kylie contacted QSTARS for advice to the execution of the warrant. With Kylie's consent the Advice Worker contacted the lessor and negotiated a stay on the warrant. The Advice Worker's advocacy then resulted in a further decision by the lessor to withdraw the Warrant of Possession. However, unbeknown to the lessor, their Agent ignored the request to withdraw the Warrant. The Advice Worker then advised the lessor that the Warrant had not been withdrawn and could still be executed. At the last minute the Police were informed and the Warrant withdrawn. The lessor then withdrew his property from the managing Agent.

## **Jenny is supported with her case for excessive hardship**

When Jenny's\* partner died, a Advice Worker assisted her to prepare an urgent application to the Tribunal to terminate her lease on the grounds of excessive hardship. Jenny had tried to negotiate a Mutual Termination Agreement (MTA) with the Agent. Initially they were sympathetic, but then the Agent told Jenny the owner had refused.

The Advice Worker helped Jenny to understand tenancy law and her rights and obligations. Jenny informed the Agent of her intentions to apply to the Tribunal and was subsequently offered a MTA with a handover date that gave her enough time to move out and arrange for the bond and carpet clean. In the end, to Jenny's relief, the owner agreed to refund the bond, minus the last water bill.

\*The names have been changed to protect our clients' privacy.

## **QSTARS contributes to a win for vulnerable tenants**

A privately owned crisis accommodation facility in North Queensland had developed a bad reputation. There were concerns about the poor standard of accommodation, the high rents for studio rooms, the falsification of rent records and unreasonable bond claims. The service had unlawfully evicted tenants and sold their goods within the protected time frame. This was occurring in an area with a 1.5% vacancy rate. Many tenants, with limited options and fears about the Director, were forced to return to this accommodation. The Director had a history of fraudulent behaviour, with charges against him in Perth and Cairns (as recently as April 2018). However no convictions had been recorded.

The Residential Tenancy Authority (RTA) subsequently alleged that the Director had committed 17 offences against the Residential Tenancies and Rooming Accommodation Act 2008 (Qld). Protections for tenants were reduced by the use of Rooming Accommodation Agreements for General Tenancies. The RTA decided this practice warranted further investigation and proceeded to prosecute.

In one instance a QSTARS Advice Worker assisted a tenant of this facility to successfully fight an application by the Director to terminate the tenant's lease. On day one of the proceedings the accommodation service attempted to enlist the QSTARS Advice Worker as a witness. However, due to confidentiality and relevance, the request was struck out. The Director of the facility argued that they were a 'temporary refuge' (S36) and therefore not covered by the RTRA Act. However, the RTA could demonstrate that all contracted tenants were provided with RTA agreements

and entry notices; and that their website referred to the provisions of the RTRA Act. The Court affirmed this as evidence of coverage.

On day two of the proceedings, the Director pleaded guilty to all charges. The Advice Worker was invited to assist the RTA with their sentencing submission. Despite his guilty plea the Director continued to indicate he had done no wrong. The Magistrate cautioned him in response. The RTA prosecutor suggested a reduction in the maximum financial penalty (\$21,000), given the guilty plea, despite its lateness, if the Court would record the convictions. A record of convictions enables the Department of Fair Trading to remove a person's license and prevent their management of properties in the future. This outcome was achieved.

**" ...a QSTARS Advice Worker assisted a tenant of this facility to successfully fight an application by the Director to terminate the tenant's lease. "**

■ Goal 2

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# A strong and effective voice for tenants



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**Throughout the year TQ has continued to raise awareness and improve the rights of renters across the broader community and within the political environment.**



# ■ Goal 2

## ■ Stakeholder Engagement

TQ engages with a broad range of stakeholders at a local, state and national level.

Of note, is TQ's attendance at the revitalized Residential Tenancies Authority (RTA) Industry Forum to ensure the interests of tenants are considered in RTA operations. Regular meetings with the Department of Housing and Public Works (DHPW) Ministerial Housing Council and the Queensland Council of Social Service Peaks Forum continued throughout the year.

TQ meets with members of parliament, from all parties, to seek support for its operational and law reform agenda. This year there have been meetings with the leader of the opposition and a number of government members.

In relation to specific issues, TQ met with the Office of the Commissioner for Body Corporate and Community Management and the Electrical Safety Office.

Over the year TQ participated in a range of consultative forums including:

- Affordable Housing Research Project (DHPW);
- Next Step Home Implementation Steering Committee (DHPW);
- Human Rights Act Roundtable (Department of Justice and Attorney General);
- Understanding Social Housing Pathways consultation (University of Sydney); and
- National Regulatory System for Community Housing (NRSCH) Review Roundtable (DHPW).

Presentations were delivered at the following forums:

- 10th Annual Women and Homelessness Forum; and
- University of Sunshine Coast – Advocacy Practice

Forums attended included:

- Digital Transformations of Renting (University of Sydney)
- Tenants Connect (DHPW)
- Keeping Women Safe – Private Rental Initiative (DHPW)
- Launch of Choice, National Shelter and NATO report into the consumer experience of renting in Australia “Disrupted”
- Launch of the Solar for Rental (Department of Natural Resources, Mines and Energy)

TQ submitted responses to the following processes:

- Open Doors to Renting Reform (DHPW)
- National Regulatory System for Community Housing (NRSCH)



## ■ Advocacy

### Make Renting Fair in Queensland (MRFQ)

This year saw TQ form an Alliance with 14 community service organisations to establish the Make Renting Fair in Queensland (MRFQ) campaign. A number of other states and territories are running similarly named campaigns advocating for progressive tenancy law reform. MRFQ has a seven-point platform for reform, spearheaded by the call for Just Cause Evictions.

MRFQ has undertaken a number of actions since its establishment; of note, is our engagement with the government's Open Doors to Renting Reform.

TQ provides the secretariat functions for the Alliance. TQ has met with a number of Queensland politicians to brief them on the issues confronting tenants in Queensland and on the MRFQ Alliance.



IF YOU WANT TO HELP  
JOIN US NOW AT  
[make Renting fair qld.org.au](http://make Renting fair qld.org.au)

## ■ Goal 2

### **Kirra Beach Tourist Park Resident Group**

Throughout this year, TQ has worked alongside an active residents group from the Kirra Beach Tourist Park, facing the unexpected loss of security in their tenure after the local council, who operate the park, made a decision to transition out of permanent sites.



Kirra Beach Tourist Park signs.

This left over 70 bitterly disappointed permanent tenants fearful of a two months' notice to leave without grounds. Many residents have invested thousands of dollars in their (previously) moveable dwelling. A number of residents are in their 70s and 80s and have lived in the park for many years.

TQ lobbied the Council, and supported the resident group in their lobbying efforts. Our combined efforts saw Council overturn its initial ruling to offer residents 10 year fixed term agreements. Despite not being all that the residents wanted, this was still a fantastic win.

### **Open Doors to Renting Reforms**

The Queensland government consultation - Open Doors to Renting Reforms - was rolled out in late 2018. The consultations were primarily aimed at individuals involved in the rental market, including renters and owners. Participants were invited to answer yes/no questions, fill in a survey or provide a 'free text' submission. Over 130,000 responses were received through the mainly digital consultation.

TQ submitted an in depth submission, informed by our daily work with renters, covering a broad range of reform topics from privacy, security, quality and stability. TQ also supported the Make Renting Fair Queensland (NRFQ) campaign to deliver its own submission and encouraged individuals to make submissions from the MRFQ site.



Kirra Beach Tourist Park signs.

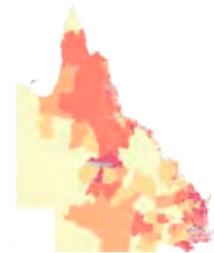


From L to R: Antonia Mecorella REIQ CEO, Hon Michael de Brenni, Minister for Housing and Public Works and Penny Carr (TQ CEO) discussing the review of the Residential Tenancies Act on ABC Radio in December 2018.

## ■ National Engagement

TQ continues to be the Convenor for the National Association of Tenant Organisations (NATO). Monthly telephone meetings were held throughout the year and TQ has participated in a number of NATO submissions. TQ also represented the interests of tenants around the country at the Renters Journey forum held in Melbourne by the Consumer Policy Research Centre (CPRC) as part of the CPRC Policy Connect Series.

TQ, in conjunction our national colleagues NATO and City Futures Research Centre (University of NSW) began to look at developing the Queensland Rental Vulnerability Index (RVI) into a national tool. This will enable Australia wide application of the RVI.



RVI

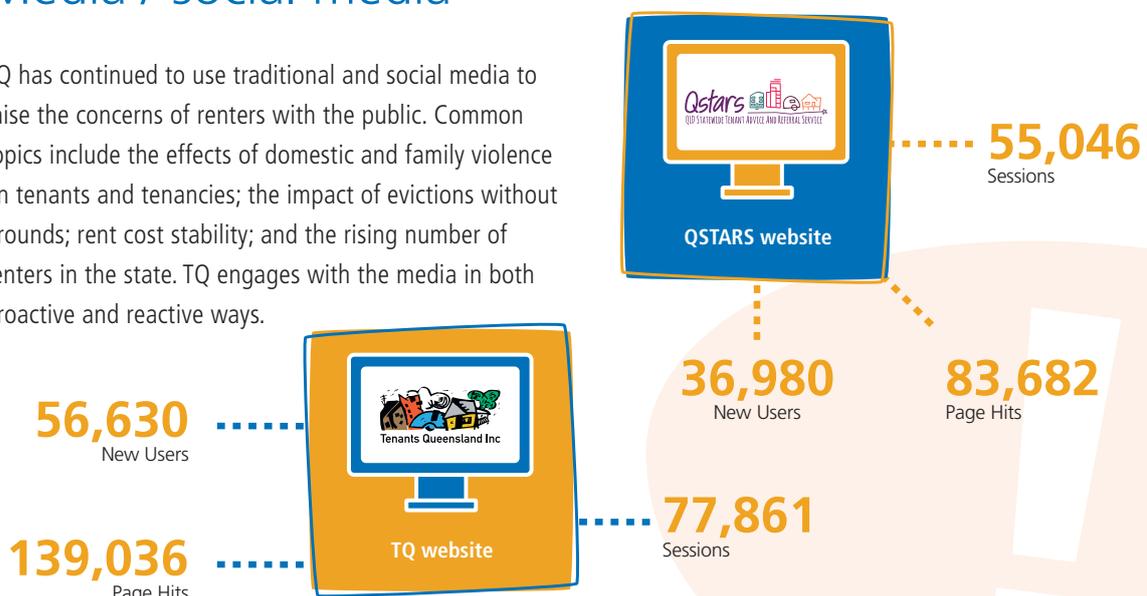
## ■ International connections

TQ continues to connect with the International Union of Tenants attending its international congress. At a practice level TQ engaged with the Tenant Participation Association of Scotland to help inform TQ project work on tenant engagement and participation.



## ■ Media / social media

TQ has continued to use traditional and social media to raise the concerns of renters with the public. Common topics include the effects of domestic and family violence on tenants and tenancies; the impact of evictions without grounds; rent cost stability; and the rising number of renters in the state. TQ engages with the media in both proactive and reactive ways.



# QSTARS Case Studies

## Tom wins his bond and compensation after disputing retaliatory notice to leave without grounds

Tom\* has a disability. He had a periodic lease agreement, and paid \$90 a week rent and \$360 bond. The oven was broken from the outset and the back steps were dangerous. Community services assisted Tom with shopping, and provided other daily living support. He had asked the Agent, several times, to replace the oven and fix the stairs. Because there was no response Tom had to purchase a slow cooker and portable cook top; and he asked the community centre to provide some advocacy with the Agent to repair the stairs. The Agent did not respond to this request either.

Tom decided to vacate, but knew due to his disability and remote location, that finding a suitable alternative would be difficult. He would need support and believed he was entitled to some compensation for the costs he had incurred to make the place livable.

Tom spoke to a QSTARS Advice Worker who advised and supported Tom to issue a Form 11 (Notice to Remedy Breach); and lodge a Form 16 (Dispute Resolution Request) with the Rental Tenancy Authority (RTA). Tom also consented to the Advice Worker advising the Agent that Tom had the option of a Tribunal application for a rent decrease due to loss of amenity. The Agent's response was to issue a Form 12 (Notice to Leave) without grounds and two month's notice. This could be viewed as retaliatory and Tom was advised to make an application to the Tribunal.

However, Tom just wanted to leave. He had a plan to move to a low set property. Tom didn't want to apply to the Tribunal as the Notice to Leave made securing new accommodation a priority with his support services. The worker then suggested approaching the Agent for two weeks rent-free in lieu of oven repair. Again, the Agent refused. Tom then agreed, before actually vacating, to apply to the Tribunal. The application requested a \$10 per week rent decrease equivalent to \$400 to compensate for the costs incurred in the kitchen.

Tom moved; the hearing date was announced and the Agent made contact offering him \$400 in preference to attending a hearing. Tom agreed to withdraw his application. He received his full bond refund plus the \$400 compensation.

**“He received his full bond refund plus the \$400 compensation.”**

\*The names have been changed to protect our clients' privacy.

## Jason is supported to seek loss of amenity and wins

Jason\* is a father of four. He secured a house to rent via a local Agent. It included a pool. In the special terms, it stated that an external company would maintain the pool. However, the company did not attend the property on a regular basis and the pool was not maintained as per the lease agreement. Jason advised the Agent, in writing via email, of ongoing issues with the pool. However no action was taken.

Jason got in touch with QSTARS and he was advised that, by not providing the pool service, the Agent was in breach of their lease agreement. Jason was advised to issue a Form 11, Notice to Remedy Breach to the Agent; and to lodge a Form 16 (Dispute Resolution) with the Residential Tenancies Authority (RTA).

The Agent refused to engage in the Dispute Resolution process provided by the RTA. Jason was then issued a Notice of Unresolved Dispute allowing him to apply to the Tribunal for a rent decrease/loss of amenity for the period he and his family could not use the pool.

Jason stayed in the property for 12 months. When he vacated he received his full bond refund. However, Jason wanted to be compensated for the Agent's failure to comply with their obligations under the fixed term lease agreement. The Advice Worker then assisted Jason with an application to the Tribunal for a loss of amenity and the matter was listed to be heard. Meanwhile, with Jason's consent, the Advice Worker made contact with the Agent to discuss a mutual agreement to resolve. The Agent agreed to settle. He paid Jason \$1600 compensation for the loss of the amenity.

**“The Agent agreed to settle. He paid Jason \$1600 compensation for the loss of the amenity.”**

■ Goal 3

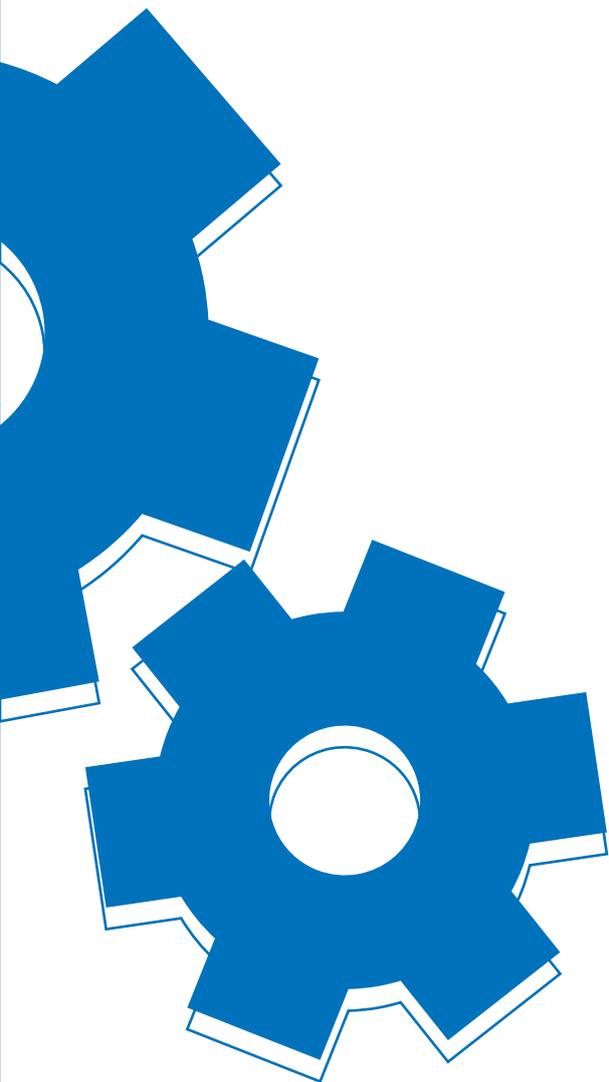
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# A well -managed sustainable organisation



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**TQ's steering committee is made up of a dedicated group of individuals who are committed to ensuring the organisation delivers on its strategic purpose. Most of our initiatives this year have been focused on improving and protecting the internal resources and systems that support our ability to deliver high quality services to Queensland renters.**



# ■ Goal 3

## ■ Governance

### Steering Committee

TQ's Steering Committee comprises a dedicated group of individuals committed to ensuring we deliver on our strategic purpose. The committee meets monthly to consider strategy, performance and compliance, with a focus on building the sustainability and resilience of the organisation.



Pat Morgan - Business Manager

A significant focus of 2018-19 has been the renegotiation of the QSTARS contract with the Department of Housing and Public Works. This contract represents approximately 90% of our revenue.

The Steering Committee this year engaged pro bono legal support to undertake a major review to update and modernise the constitution.

### 2018/19 Steering Committee and Subcommittee members

#### Steering Committee

Name	Position	Elected	Resigned
Sally Watson	Convenor		Dec 2018
Rohan Tate	Convenor		
Damian Eckersley	Secretary		
Maria Leebeek	Treasurer		
Paul Smithson	Ordinary member		
Peter Murphy	Staff Rep		Sep 2018
Frank Stinson	Staff Rep	Dec 2018	

Penny Gillespie	Ordinary Member	Nov 2018	
Seleneah More	Ordinary Member	Nov 2018	
Bryony Walters	Ordinary Member	Nov 2018	
Mark McKeon	Ordinary Member		Aug 2018
Andrew Kirby	Ordinary Member	Oct 2018	Dec 2018

#### Finance and Risk Subcommittee

Maria Leebeek  
Georgia Voutsis

#### Constitutional Review Subcommittee

Rohan Tate  
Sally Watson

### Meeting of Steering Committee Members

The Steering Committee met during the financial year. Attendance by each member during the year was as follows:

Names	Number attended	Number eligible to attend
Rohan Tate	8	11
Damian Eckersley	7	11
Maria Leebeek	9	11
Paul Smithson	6	11
Sally Watson	4	4
Peter Murphy	5	5
Frank Stinson	5	5
Bryony Walters	4	7
Penny Gillespie	6	7
Seleneah More	7	7

### Finance and Risk Subcommittee

The Finance and Risk Subcommittee met on four occasions during 2018-19 with a participation rate of 86%. The Subcommittee benefits from the input and support of an independent representative, Ms Georgia Voutsis.

A key focus of the Subcommittee this year was consideration of our proposed business model underpinning the QSTARS contract renegotiation with the Department.

### Compliance and Audit

TQ management support the Steering Committee by maintaining and reporting on a rolling compliance schedule at every monthly meeting. An external audit of all our books of account occurs annually.

### TQ Leadership Team

Over 2018-19 the TQ CEO chaired a weekly Leadership Team meeting to plan the implementation of Steering Committee directives, prioritise TQ management issues, review performance, and consider resource allocations and operational risks.

Every other Leadership Team meeting was set aside to focus on an identified strategic or key operational issue or activity.

Each quarter the Joint Management Team (Leadership and Regional Service Coordinators) met to report on service delivery, share regional experiences and issues, and update senior staff on key organisational matters.

## ■ Staffing

### Structures

TQ's organisational structure is reviewed and approved by the Steering Committee annually and we employ staff in accordance with an approved and funded establishment.

Our staff numbers have reduced over the year with 50.48 FTE's at June 2018 and 41.2 FTE's at June 2019 with the variance due mainly to the completion of major projects.

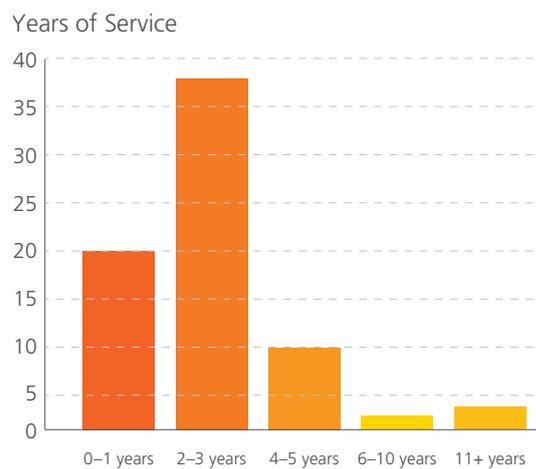
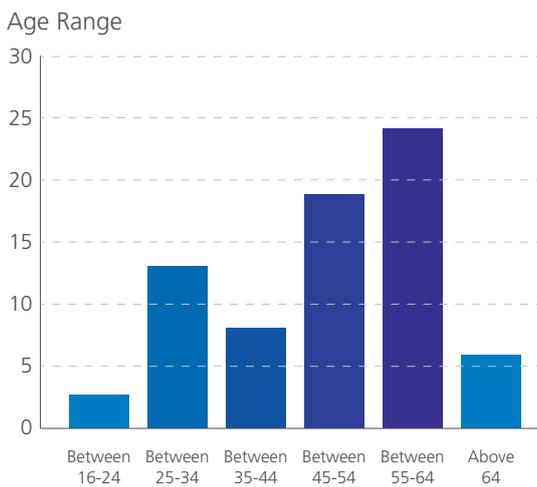
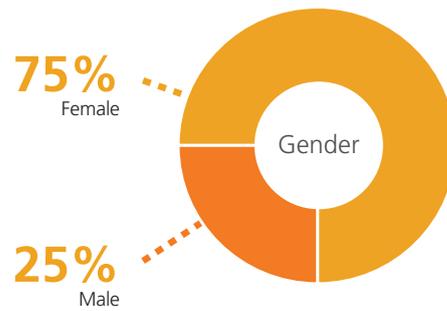


Left to right - Jessie Santelises - Administration Support and HUB Advice Worker; Jacinta Arnold - Senior Advice Worker; Marg Barnes - Learning and Development Worker

# ■ Goal 3

## Staff Profile

At the end of the 2019 financial year the majority of staff had been employed for 2-3 years months, reflecting QSTARS having been in operation for over 3 years.



## Renegotiation of TQ's Enterprise Bargaining Agreement

During this financial year TQ undertook formal negotiations for a new Enterprise Bargaining Agreement. At June 2019 the substance of the new agreement had been negotiated with the staff representative and the Union. Final resolution of the EBA is anticipated in early 2019-20.

## Performance Management

At TQ we recognise that a high performing organisation requires active management and engagement of staff. To this end we facilitate formal staff performance management processes with staff.



Cairns Office Staff

Front to back: Tracey Parter (Advice Worker), Liz Dearman-McLaren (Advice Worker), Laurel Devine (Northern Regional Service Coordinator), Agetha Shotham (Administration Worker), Alby Bunting-Alexander (Senior Advice Worker), Gavin Ah-Kee (Community Education Worker)

## Building Australian Skills for Employment (BASE) Traineeship project

This year TQ took the opportunity to participate in the BASE Work skills Traineeship program. The BASE traineeship program was developed by the Ethnic Communities Council of Queensland (ECCQ) to assist unemployed professionally qualified migrants and recent University graduates to engage in paid professional work experience and create opportunities to further develop their skills in an Australian Workplace. We are pleased to have been involved in this program and can report that Anu Pandey successfully completed a certificate I in Business, while undertaking 19 weeks paid work with TQ as a participant of the BASE Traineeship Project.



L to R: Janet Dunn, Rose Brown & Anu Pandey from BASE Program.

## ■ Planning

### Strategic Plan

In 2019 the Steering Committee undertook its annual strategic planning day. The TQ management team (Executive and Regional Service Coordinators) were invited to participate in this workshop.



Strategic planning session.



### Service Planning

Over the year TQ undertook a number of specific service planning processes. The QSTARS Program Plan was approved by the Department of Housing and Public Works in 2018.

TQ also delivers other contracted services. Where appropriate these services are planned and managed under approved project plans.

# ■ Goal 3

## ■ Quality

### National Association of Community Legal Centres (NACLC) Accreditation

TQ holds NACLC accreditation. TQ’s commitment to quality and continuous improvement is evidenced by our achievement of actions outlined in the NACLC improvement plan.



### NACLC Risk Management Guide

Under NACLC accreditation requirements TQ must comply with the Mandatory

Standards of the NACLC Risk Management Guide. A key feature underpinning risk management in community legal centres is the practice of an annual Professional Indemnity Insurance review by a peer organisation to ensure continuing compliance. This was successfully undertaken in September 2018.

### Risk Management Framework

TQ manages risk through a Risk Management policy and defined procedures. At the strategic level the Finance and Risk Subcommittee support the Steering Committee by considering high level risks and management’s proposed mitigation strategies. During 2018 the Finance and Risk Subcommittee aligned strategic risk assessments to the TQ Strategic Plan.

### QSTARS Quality Assurance (QA) Framework

In 2018-19, TQ undertook further development of the quality assurance framework for the QSTARS program. The aim of the QSTARS Quality Framework is to guide the delivery of services, ensuring a consistent and high-quality advice service to QSTARS clients.

Based on the work done, and in collaboration with TQ staff and TQ’s Partners, TQ developed a set of mandatory QA metrics that all QSTARS service locations will report on. Reporting is expected to commence in the first quarter of 2019-20.

QA FRAMEWORK & OUTCOMES COMPONENT ELEMENTS	
1. Client Value	1.1 Client Satisfaction
	1.2 Client capacity
2. Service Excellence	2.1 Performance and Improvement
3. People	3.1 Competency and Skills   Training and Development
	3.2 Communications
4. Processes	4.1 Triage / Prioritisation
	4.2 Conflict Checking
	4.3 Referrals
	4.4 Advice Provision
5. Information & Systems	5.1 Client Information
	5.2 Reference Materials
	5.3 Complaints Management

### Continuous Improvement

In 2018-19 there were 12 continuous improvement initiatives implemented. Initiatives included:

- the review of TQ’s staff performance planning processes;
- an update feedback and complaint information on TQ’s website;

- the introduction of a third party TQ membership payment option; and the
- the introduction of, Tenancy Advice Bulletins; and
- improved business model and internal budgeting methodology.

The TQ Leadership Team supports the quality system through its regular review of initiatives recorded on the continuous improvement register.

## ■ Finances

### Income and Expenditure statement

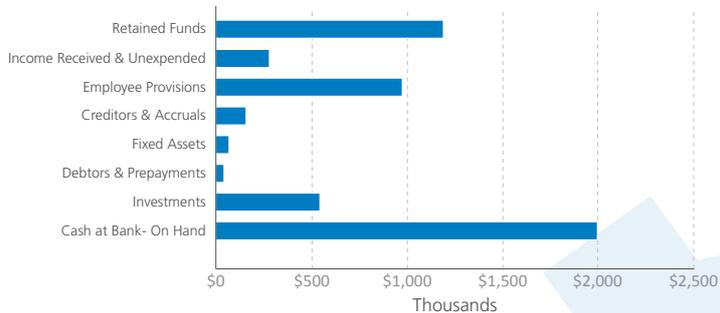
In the 2018-19 year TQ and the Department of Housing and Public Works engaged in extensive negotiations on financial aspects of the QSTARS contract. The contract provides for the continuance of services to 2021, with the option for a further two years to June 2023. QSTARS income represents 93% of TQ turnover.

Salaries and entitlements remain the most significant expense, at approximately 80% of TQ's total expenditure. Other Operating Costs include supplies and external services, with 1/3rd of this relating to ICT services and equipment.

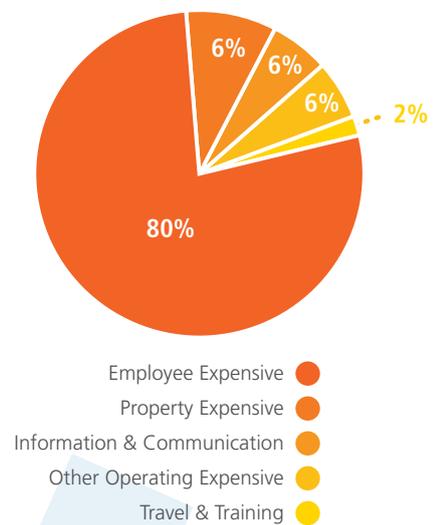
### Statement of Financial Position

As at 30 June 2019 TQ held \$353,419 of unspent program funds. These funds are shown as a liability at 30 June as these are considered a reciprocal transaction for which revenue is recognised as services are performed.

Assets & Liabilities at 30 June 2019



2018/19 Expenditure



## ■ Communication and Engagement

### Staff, QSTARS Partner and Member Newsletters

TQ uses a suite of communication strategies including quarterly newsletters, regular team meetings, and bulletins to share information about service delivery and

organisational development. TQ produces a bi-annual member newsletter to update TQ's members about our work. TQ also circulates a newsletter to its QSTARS partners on a quarterly basis.

# QSTARS Case Studies

## Phillip assisted to seek fair treatment in a break lease

Phillip\* and his partner had been living in a rental property for six years prior to buying a place of their own. Phillip advised the Agent, with a Form 13, that they would be breaking their lease.

Phillip asked the Agent to try and find a new tenant as soon as possible. The Agent asked Phillip to pay the advertising fee of \$200 and a break lease fee equivalent to one week's rent plus GST. Phillip agreed to pay these fees. He and his partner also continued to pay the weekly rent of \$500.00 for the next six weeks. However the Agent did not advertise the property until two weeks after they had vacated.

Concerned by the Agent's inaction Phillip got in touch with QSTARS. He was advised of the Agent's obligation under s.362 to take all reasonable steps to mitigate loss or expense. The QSTARS Advice Worker explained that this may be considered a clear failure by the Agent to not mitigate loss. Phillip was advised to lodge a Form 16 with the Residential Tenancies Authority (RTA).

Phillip also lodged his bond refund Form 4. The Agent then had to lodge their own Form 16 to dispute Phillip's claim on the bond. The Agent's response was to request a further four weeks rent loss to the amount of \$2000.00. However, Phillip believed he had been more than fair and reasonable in paying the one-week break lease fee, plus GST (\$550), and the \$200 advertising fee. With our advice, Phillip negotiated a final settlement with the Agent of \$1000.00 and the matter was resolved.

Phillip had not been aware of the costly implications of breaking a lease. He was grateful, telling the QSTARS Advice Worker that he could not have proceeded without their advice and assistance.

"He was grateful, telling the QSTARS Advice Worker that he could not have proceeded without their advice and assistance."

## Support and persistence by Jose and QSTARS pays off

Jose\* was a student from Argentina with Spanish as his first language. Jose found rental accommodation via Gumtree - a room for \$165 per week, with a \$500 bond payable before occupying. There was no written agreement and Jose paid the money directly into the lessor's bank account.

Prior to moving in, the lessor verbally proposed a condition that when Jose vacates he will be responsible to find a new tenant; and that this new tenant should pay Jose the bond money.

Jose stayed four months. He found a new tenant, who stayed four weeks and refused to pay him the bond money. Jose tried to contact the lessor a number of times but they refused to engage. He then managed to write a letter asking for his bond to be lodged with the Residential Tenancies Authority (RTA), and noting that it is an offence to not lodge bond monies.

Jose then made an application to the RTA's legal investigations department for the non-lodgment of bond. However there was not enough evidence for the matter to be escalated.

After four months of trying Jose contacted QSTARS. He had a face-to-face interview with a QSTARS Advice Worker, who enlisted the support of the translating service. With Jose's consent, the Advice Worker made a number of attempts to contact the property owner. The Advice Worker then left a detailed voice message, outlining that it is an offence for anyone to receive a bond payment and not lodge it with the RTA. They went on to inform the lessor that should the bond money not be returned to Jose, we would initiate a RTA investigation. The lessor was advised that should the bond money be paid into Jose's account within the next 48 hours, Jose would not pursue the investigation.

Within 48 hours Jose contacted his QSTARS Advice Worker, via the interpreter service, to let them know that the lessor had paid Jose the bond money in full.

**"After four months of trying Jose contacted the QSTARS tenancy advice service."**

## **An overturned TICA listing allows Annie to get on with her life**

Annie\*, with her children left a violent relationship and ended up homeless and blacklisted on TICA (a national tenancy database 'to protect landlords from bad tenants'). Annie was a cleaner. All of her wages went towards rent, which she or her partner would pay to the Agent. However, along with becoming overwhelmed by fear and the violence, Annie discovered that her partner had not always paid the rent. He had also been concealing habitual drug use.

Annie had paid a full rental bond and two weeks rent at the commencement of their lease. The house was in poor condition due to damage caused by her partner's violence. The rectification costs exceeded the rental bond by a significant margin. Annie, as a signatory to the lease, was responsible for half the costs. The Agent passed this on to a debt collection agency.

Annie's quest to secure safe housing for herself and her kids became a nightmare. They were homeless – living in a barn for several months. A TICA listing lasts three years.

In her efforts to get support, Annie contacted the QSTARS tenancy advice service and was assisted to make a successful submission to the Tribunal to have her blacklisting reversed. Queensland's Residential Tenancies and Rooming Accommodation Act has protections for 'unjust listings' and recognises that these listings prevent victims of domestic violence from accessing safe affordable housing.

\*The names have been changed to protect our clients' privacy.

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**Compliments  
from clients  
and client  
support  
workers  
about TQ  
staff and  
their work**

'Thanks for all that you have done for us; words cannot truly express our gratitude. From the beginning, you worked tirelessly to advocate for us as tenants and I am absolutely blown away by your support... I would not hesitate to recommend you to anyone in need... Thank you, thank you, and thank you!'

'I am resending a new message with the good news that we were removed from TICA when I attended court... Thank you for all help it was invaluable in the final outcome.'

'Both gentlemen have found themselves in quite a distressing situation with their landlord... your service has been a wonderful support to them. Your extensive knowledge of all things tenancy... your willingness to advocate on their behalf has made a huge difference to their lives... It has also meant that these two vulnerable, elderly men have been able to remain living in their community... Your efforts are truly appreciated.'

'...We still have a way to go, waiting for a QCAT hearing, but I wanted to let you know that the advice worker has been amazing. They put in 200% and go above and beyond to help clients. I am so indebted to them for helping me to feel empowered amidst the bullying, intimidation and constant breaches by the lessor...'

I have finished the court hearing and won ... including one week free rent, reduction of rent by \$50/w until repairs are done... All thanks to you preparing such a strong application, evidences and getting (an advice worker)... who helped me a lot before, during and after the hearing... I really appreciate your help.

'I cannot express my gratitude enough to you!!! You have gone above

and beyond to help me in this trying couple of months, with an outcome which prevailed in the correct favour. Thank you from the bottom of my heart!

'A big thank you to QSTARS Logan. Especially to the Advice Worker. They went in to bat for us with the Real Estate agent - pointing out the flaws in their (QCAT) application. Their submission was so powerful that the Real Estate agent ended up withdrawing their application... What a fantastic service QSTARS is for struggling tenants'

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## ■ Acknowledgement

The Steering Committee would like to thank members & supporters, our funders and supporting pro bono agencies and our QSTARS partners for their support and contribution to TQ's ongoing work. With the combined support of all agencies and individuals, TQ is better able to achieve its goals and ultimately improved the lives of tenants across Queensland.

### **Our funders**

Department of Housing and Public Works  
Department of Justice and Attorney General  
Department of Child Safety, Youth & Women

### **Pro Bono Support**

Herbert Smith Freehills  
Colin Biggers & Paisley  
Allens Linklaters  
Clayton Utz

### **Our QSTARS Partners**

Community Plus +  
Enhance Care  
Suncoast Community Legal Service  
Hervey Bay Neighbourhood Centre  
Mackay Regional Community Legal Centre  
Ipswich Regional Advocacy Services (IRASI)  
TASC National

### **Community Access Points**

TQ would like to acknowledge the collaboration of many community based organisations across Queensland who have helped increase the geographical reach of the tenancy advice services, in particular those agencies in rural and remote regions.

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# Financial Report

## Treasurer's Report 2018 –19

A reflection on TQ's finances for 2018-2019

The financial statements for the period ending the 30th June 2019 have been prepared to meet the requirements of the Tenants Queensland Inc (TQ) 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 2018-2019 year has seen TQ continue to deliver the Queensland Statewide Tenancy Advice and Referral Service (QSTARS) program and the Community Legal Services Program (CLSP). This year has seen protracted QSTARS contract negotiations with Department of Housing and Public Works (DHPW). TQ has sought to have a sustainable business model agreed with the department which aligns with the terms and conditions of the contract and is in accordance with Standard Chart of Accounts for not-for-profit organisations. Both the TQ Finance and Risk Subcommittee and the Steering Committee has strongly supported and endorsed TQ management's strategy and the business fundamentals. We have sought expert external input from the Australian Centre for Philanthropic and Nonprofit Studies to assist us and to provide an outside opinion about financial matters as they relate to our industry. At the date of writing this report the DHPW have accepted the substance of TQ's business reasoning and its position within the contracts terms and conditions and we look forward to working together to better the housing conditions for tenants.

This audit, as well as additional auditing processes during the course of the year, have found that Tenants Queensland has sound financial controls that have been maintained by the organisation ensuring the effective management of the funds entrusted to TQ. In addition the Finance and Risk Subcommittee has a quarterly meeting schedule and its role includes oversight of TQ's financial control environment and the financial reporting system.

I would like to thank Georgia Voutsis and Pat Morgan for their hard work on this Subcommittee and Alice Thompson for her

administrative support. Matters considered by the Subcommittee during the year include:

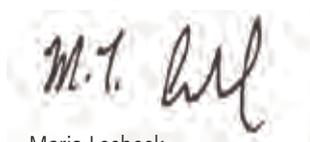
- The substance of a sustainable business model for TQ
- Adequacy of insurance arrangements
- Strategic risk management planning
- Procurement and preferred supplier arrangements
- Financial and Human Resources Delegations policy and practice.
- Compliance schedules and reporting
- Budgeting methodologies

The Steering Committee would like to acknowledge and thank Jude Clarkin, Pat Morgan and Penny Carr for their hard work during the year with specific acknowledgement of the efforts to progress the QSTARS contract negotiation. This included the development of a Financial Business Model to support this process, and the ongoing work in providing monthly reports and timely provision of information to the TQ Steering Committee.

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 2018-2019 provide an operating surplus of \$117,857 with member funds at year end increasing to \$1.265m. This is largely held as Cash and Investments of \$2,661,661. \$353,419 of Cash and Investments represents grant funds received and unexpended at 30 June 2018.

I would like to recommend the appointment of Haywards Chartered Accountants to audit TQ accounts for the 2019-2020 financial year.



Maria Leebeek

**TQ Treasurer**

# TQ Financial Report - Page 1

## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	Note	2019	2018
Revenue	2	7,463,765	7,898,544
Other Income	2	35,279	1,969
Employee benefits expense		(4,250,921)	(4,534,222)
Auspiced QSTARS expenses		(2,063,702)	(2,157,622)
Depreciation and amortisation expense		(45,581)	(53,019)
Insurance		(13,985)	(8,336)
Motor vehicle and travel expenses		(30,146)	(29,982)
Property expenses		(304,541)	(333,182)
Staff training and development expenses		(34,434)	(34,769)
Audit, legal and consultancy fees		(27,568)	(79,353)
Client support services expense		(29,879)	(52,623)
Other operating costs		(580,430)	(514,972)
<b>Current year surplus before income tax</b>		117,857	102,433
Income tax expense		-	-
<b>Net current year surplus</b>		117,857	102,433
<b>Other comprehensive income</b>		-	-
<b>Total comprehensive income for the year</b>		117,857	102,433
<b>Total comprehensive income attributable to members of the entity</b>		\$117,857	\$102,433

The accompanying notes form part of these financial statements.

# TQ Financial Report - Page 2

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	Note	2019	2018
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	3	2,052,151	2,105,491
Investments	4	609,510	594,739
Debtors & Prepayments		74,503	59,966
Deposits		4,200	4,200
<b>Total Current Assets</b>		<b>2,740,364</b>	<b>2,764,396</b>
<b>Fixed Assets</b>	5	<b>98,010</b>	<b>143,591</b>
<b>Total Fixed Assets</b>		<b>143,591</b>	<b>143,591</b>
<b>TOTAL ASSETS</b>		<b>\$2,838,374</b>	<b>\$2,907,987</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Creditors & Accruals		211,657	272,199
Employee Provisions		1,007,970	831,784
Income Received & Unexpended	6	353,419	656,533
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,573,046</b>	<b>1,760,516</b>
<b>TOTAL LIABILITIES</b>		<b>\$1,573,046</b>	<b>\$1,760,516</b>
<b>NET ASSETS</b>		<b>\$1,265,328</b>	<b>\$1,147,471</b>
<b>MEMBERS FUNDS</b>			
Retained Surplus		1,265,328	1,147,471
<b>TOTAL MEMBERS FUNDS</b>		<b>\$1,265,328</b>	<b>\$1,147,471</b>

The accompanying notes form part of these financial statements.

## TQ Financial Report - Page 3

### STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2019

	Retained Surplus	Revaluation Surplus	Financial Assets Reserve	Total
<b>Balance at 1 July 2017</b>	\$1,045,038	\$NIL	\$NIL	\$1,045,038
<b>Comprehensive Income</b>				
Surplus for the year attributable to members of the entity	<u>\$102,433</u>	<u>-</u>	<u>-</u>	<u>\$102,433</u>
<b>Total comprehensive income attributable to members of the entity</b>	<u>\$102,433</u>	<u>-</u>	<u>-</u>	<u>\$102,433</u>
<b>Balance at 30 June 2018</b>	<u>\$1,147,471</u>	<u>\$NIL</u>	<u>\$NIL</u>	<u>\$1,147,471</u>
<b>Balance at 1 July 2018</b>	<u>\$1,147,471</u>	<u>\$NIL</u>	<u>\$NIL</u>	<u>\$1,147,471</u>
<b>Comprehensive Income</b>				
Surplus for the year attributable to members of the entity	<u>\$117,857</u>	<u>-</u>	<u>-</u>	<u>\$117,857</u>
<b>Total comprehensive income attributable to members of the entity</b>	<u>\$117,857</u>	<u>-</u>	<u>-</u>	<u>\$117,857</u>
<b>Balance at 30 June 2019</b>	<u>\$1,265,328</u>	<u>\$NIL</u>	<u>\$NIL</u>	<u>\$1,265,328</u>

The accompanying notes form part of these financial statements.

# TQ Financial Report - Page 4

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Receipts</b>		
Government Grants	7,099,593	6,900,656
Interest	52,061	56,541
Other Income	34,074	17,969
<b>Payments</b>		
Auspice Payments	(2,067,702)	(2,007,478)
Wages & Salaries	(4,097,349)	(4,247,131)
Other	(1,059,245)	(1,089,910)
<b>Net cash provided by (used in) operating activities</b>	<u>\$(38,569)</u>	<u>\$(369,353)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payment for purchase of plant & equipment	-	(4,239)
<b>Net cash provided by (used in) investing activities</b>	<u>\$NIL</u>	<u>\$(4,239)</u>
<b>CASH FLOWS FROM FINANCIAL ACTIVITIES</b>		
Net increase/(decrease) in cash held	(38,569)	(373,592)
Cash at beginning of the reporting period	2,700,230	3,073,82
<b>Cash at end of the reporting period</b>	<u>\$2,661,661</u>	<u>\$2,700,230</u>
<b>Reconciliation of Net Surplus/Deficit to Net Cash Provided by (Used in) Operating Activities</b>		
Operating Result	117,857	102,433
- Depreciation	45,581	53,019
- Increase/(Decrease) in Payables	(60,542)	125,378
- Increase/(Decrease) in Provisions	176,186	157,344
- (Increase)/Decrease in Deposits & Debtors	(14,537)	112,966
- Increase/(Decrease) in Grants Unexpended	(303,114)	(920,492)
<b>Net cash provided by (used in) operating activities</b>	<u>\$(38,569)</u>	<u>\$(369,353)</u>

The accompanying notes form part of these financial statements.

# TQ Financial Report - Page 5

## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

### 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 Associations Incorporated Act (QLD) and 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.

# TQ Financial Report - Page 6

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

### *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.

### *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) Property, Plant and equipment**

Plant 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.

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

### **Depreciation**

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

<u>Class of Fixed Asset</u>	<u>Depreciation Rate</u>
Plant and equipment	20%
Leasehold improvements	20%
Computer equipment	20%
Office equipment	20%

### **(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.

## TQ Financial Report - Page 7

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

#### **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*.

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

## TQ Financial Report - Page 8

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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.

**(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 (e.g. in accordance with the revaluation model in AASB 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.

## TQ Financial Report - Page 9

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

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.

#### **(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.

#### **(n) New Accounting Standards for Application in Future Periods**

Accounting Standards issued by the Australian Accounting Standards Board ('AASB') that are not yet mandatorily applicable to the Organisation, together with an assessment of the potential impact of such pronouncements on the Organisation when adopted in future periods, are discussed below:

- AASB 16 Leases (applicable to annual reporting periods beginning on or after 1 January 2019) will replace the current accounting requirements applicable to leases in AASB 117 Leases and related interpretations. AASB 16 introduces a single lessee accounting model that eliminates the requirement for leases to be classified as operating or finance leases. The main changes introduced by the new Standard are as follows:
  - recognition of a right-of-use asset and liability for all leases (excluding short-term leases with less than 12 months of tenure and leases relating to low-value assets)
  - depreciation of right-of-use assets in line with AASB 116 Property, Plant and Equipment in profit or loss and unwinding of the liability in principal and interest components
  - inclusion of variable lease payments that depend on an index or a rate in the initial measurement of the lease liability using the index or rate at the commencement date
  - application of a practical expedient to permit a lessee to elect not to separate non-lease components and instead account for all components as a lease, and
  - inclusion of additional disclosure requirements.

The transitional provisions of AASB 16 allow a lessee to either retrospectively apply the Standard to comparatives in line with AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors or recognize the cumulative effect of retrospective application as an adjustment to opening equity on the date of initial application.

The adoption of AASB 16 is not expected to have any material impact on the Organisation's financial statements.

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## NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
<b>2. REVENUE AND OTHER INCOME</b>		
<b>Revenue</b>		
<b>Revenue from Government Grants</b>		
Department of Housing and Public Works - QSTARS	6,652,620	7,350,177
Department of Housing and Public Works - Manufactured Homes	273,677	76,323
Department of Communities, Child Safety and Disability Services	146,293	76,297
Department of Justice and Attorney-General	332,858	314,739
	<u>7,405,448</u>	<u>7,817,53</u>
<b>Other Revenue</b>		
Non-Recurrent Funding	6,059	26,827
Interest	52,258	54,183
<b>TOTAL REVENUE</b>	<u>7,463,765</u>	<u>7,898,544</u>
<b>Other Income</b>		
Donations	1,864	684
Memberships	814	1,044
Sundry Income	32,601	241
<b>TOTAL OTHER INCOME</b>	<u>35,279</u>	<u>1,969</u>
<b>TOTAL REVENUE AND OTHER INCOME</b>	<u>\$7,499,044</u>	<u>\$7,900,514</u>
<b>3. CASH AND CASH EQUIVALENTS</b>		
General Account	519,604	710,403
TU Maximiser Account	116,023	115,557
Charitable Donations Account	5,959	5,775
Charitable Maximiser Account	20,682	20,599
ME Bank Online Saver Account	1,389,714	1,252,989
Petty Cash	168	168
	<u>\$2,052,151</u>	<u>\$2,105,491</u>
<b>4. INVESTMENTS</b>		
National Bank Term Deposit - Staff Liabilities	69,285	67,606
National Bank Term Deposit - Tenants Union	540,225	527,133
	<u>\$609,510</u>	<u>\$594,739</u>

## TQ Financial Report - Page 11

### NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
<b>5. FIXED ASSETS</b>		
Office Equipment - at Cost	194,739	194,739
Less Accumulated Depreciation	<u>(180,417)</u>	<u>(175,811)</u>
	14,322	18,929
Furniture & Fittings - at Cost	197,528	197,528
Less Accumulated Depreciation	<u>(131,178)</u>	<u>(114,120)</u>
	66,350	83,409
Motor Vehicles - at Cost	71,823	71,823
Less Accumulated Depreciation	<u>(54,485)</u>	<u>(30,569)</u>
	<u>17,337</u>	<u>41,254</u>
	<u>\$98,010</u>	<u>\$143,591</u>
<b>6. GRANTS RECEIVED &amp; UNEXPENDED</b>		
Department of Housing and Public Works - QSTARS	198,951	413,389
Department of Housing and Public Works - Manufactured Homes	-	173,677
Department of Communities - TAAS Reform	8,135	8,135
Department of Communities - Keeping Women Safe	87,624	21,816
Legal Aid Queensland	26,709	37,456
Legal Aid Queensland-Rental Recovery Hub	20,000	-
University of Qld -Pro Bono Clinic	12,000	-
Catholic Religious Australia	-	2,059
	<u>\$353,419</u>	<u>\$656,533</u>
<b>7. CONTINGENT LIABILITIES</b>		
Tenants Queensland Inc has in place facility backed bank guarantees in relation to rental premises.		
Bank Guarantees	<u>\$33,674</u>	<u>\$71,947</u>

## TQ Financial Report - Page 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 2018 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.



Chairperson



Treasurer



Date



LEVEL 1 488 LUTWICHE ROAD  
LUTWICHE QLD 4030

PO BOX 188  
LUTWICHE QLD 4030

TELEPHONE: (07) 3357 8322

FACSIMILE: (07) 3357 8800

EMAIL: [admin@haywardsmba.com.au](mailto:admin@haywardsmba.com.au)

PARTNERS: GREG DONOHUE  
PETER GEECH  
PHIL ROBINSON

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 Statement of Financial Position as at 30 June 2019, the Statement of Profit & Loss and Other Comprehensive Income, 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 and the Associations Incorporation Act (QLD):

- 1) Giving a true and fair view of the associations financial position as at 30 June 2019 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 Auditor Independence Requirements of the ACNC Act and 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 and the Associations Incorporation Act (QLD). 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 the Associations Incorporation Act (QLD) 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.

LIABILITY LIMITED BY A SCHEME APPROVED UNDER PROFESSIONAL STANDARDS LEGISLATION

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.
- Obtain sufficient appropriate audit evidence regarding the financial information of the association's activities to express an opinion on the financial report. We are responsible for the direction, supervision and performance of the association's audit. We remain solely responsible for our audit opinion.

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 25<sup>th</sup> day of October 2019





# Tenants Queensland Inc

## TQ and Partner Offices

### BRISBANE HEAD OFFICE AND HUB

Level 1/87 Wickham Terrace, Spring Hill, 4000

### BRISBANE NORTH COAST

#### Brisbane North

Level 1/87 Wickham Terrace, Spring Hill 4000

#### Community Plus +

26 Devon St, Yeronga 4104

#### Enhance Care

Suite 2/77 King St, Caboolture 4510

#### Suncoast Community Legal Service

The TAFE Bldg., 170 Horton Parade, Maroochydore 4558

### CENTRAL QUEENSLAND

#### Rockhampton

240 Quay St, Rockhampton 4700

#### Hervey Bay Neighbourhood Centre

22 Charles St, Pialba 4655

#### Mackay Regional Community Legal Centre

The Dome, Suite 9/134 Victoria St, Mackay 4740

### SOUTHERN QUEENSLAND

#### Southport

34 Railway St, Southport 4215

#### Palm Beach

4/1051 Gold Coast Highway, Palm Beach 4221

#### Logan

Youth and Family Service, 2-4 Rowan St, Slacks Creek 4127

#### Ipswich Regional Advocacy Services (IRASI)

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

#### TASC National

223 Hume St, Toowoomba 4350

### NORTHERN QUEENSLAND

#### Cairns

208 McLeod St, Cairns 4870

#### Townsville

3/95 Denham St, Townsville 4810

#### Mt Isa

72 Marin St, Mount Isa 4825

(C/O Mount Isa Family Support Service  
& Neighbourhood Centre)

