

Tenants Queensland



Annual Report
2022 – 2023



Vision

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

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

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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Chair Report

As another reporting year ends, Tenants Queensland (TQ) can again be proud of its achievements. I'm pleased to report a successful year all round, despite the early part of the reporting period being impacted by COVID-19 with the rise of the Omicron variant.

The board continues the journey of continuous improvement of our governance arrangement. When this strategic project draws to a close early in the coming year, our structure, procedures and ethical framework will better support us to achieve a healthy, modern mission-driven organisation and Company Limited by Guarantee.

The September news of a two-year extension of our major funding program, the Queensland Statewide Tenant Advice and Referral Service (QSTARS), was much welcomed. The medium-term extension resulted from the delay of the required Program Evaluation by our funders. When complete, TQ expects the Evaluation will deliver an improvement plan supporting the longer-term future of the program.

The Evaluation commenced early in 2023 and work from the consultants concluded in the final part of the reporting period. As the year ends, we await the report and look forward to using the opportunity to further improve our services to renters in the state.

Key strategic work for the board included overseeing several projects to drive the digitisation of our operations. This year's achievements include the

launch of a web-based intake form integrated with our client information management system, as well as the automation of data transfer from our internal system to the portal required by one of our funders. We will be continuing our journey of digitisation and automation over the coming years.

Of note this year, the Queensland Government passed the Path to Treaty Act on May 10, 2023. The Act provides for a First Nations Treaty Institute and a Truth Telling and Healing Inquiry. TQ looks forward to learning from these next steps on the journey of reconciliation, to improve the involvement, access and delivery of our services to support and respond to the needs of First Nations renters across our state.

Law reform has been a key theme for the year, including the commencement of previous state-based legislative changes as well as consultations over prospective stage two reform changes. The change of Federal Government in May is raising the prospect of rental reforms occurring at a national level. TQ will use whatever opportunities available to continue to improve the conditions for Queensland renters.

Due to the committed contributions from many stakeholders, our organisation is so much greater than the sum of the parts. I thank our funders, the Department of Housing, the State and Commonwealth Attorney-General's Departments, and the Financial Counselling Foundation. Service to Queensland renters is much improved given the commitment of program funding. We are proud and humbled to steward these programs.

I thank the pro bono firms who give a great deal to TQ – Minter Ellison and Herbert Smith Freehills. I thank all my fellow board members, including those who have resigned over the year, for their commitment and support - as volunteers, they give their time and energy freely in support of renters in our state. I thank our dedicated staff for their hard work and commitment and continuing to go above and beyond. Also, thank you to our members and supporters and, of course, our funding partners.

I look forward to working with you all in the next year as we continue to pursue our strategic goals and priorities.


Damian Eckersley



CEO Report

Whilst I happily report on a successful year operationally, it would be remiss not to mention the continued stresses and challenges experienced by many renting households. As well as high commencement rents, large, unaffordable rent increases have challenged sitting tenants, pushing many to make difficult decisions months out from the end of their fixed term or face eviction (for 'the End of a Fixed Term agreement') into a hard market.

Last year's changes to tenancy laws took effect this year, requiring updates to a broad array of factsheets, education tools and training products, as well as the delivery of training internally and across the network of QSTARS. Achieving this in a timely manner, amongst a myriad of competing priorities, is a credit to our team and pro bono partners.

We have made a number of policy submissions to the Housing Summit and Roundtables as well as the second stage of tenancy law reforms, all available on our website. TQ has spearheaded the Make Renting Fair in Queensland alliance, which launched the second stage of our campaign. As I write, we await the outcome of the government's stage two consultations.

At a national level, TQ continues to convene the network of sister services nationwide – now named the National Association of Renters' Organisations (NARO). With the National Cabinet

announcing their intent to provide a set of minimum set of standards for tenancy laws, NARO is working on a national advocacy platform to be released in the coming months.

We have continued the journey of continuous improvement by reviewing our human resources and workplace health and safety policies, as well as automating aspects of our operations. Automating the transactional aspects of our work will allow us to spend more time meeting clients' needs and targeting services.

Finally, following the introduction of our Team Recognition Program last year, the inaugural winner of the Firestarter Award – Agatha Shotam – was announced in December, with a special mention going to Janice MacDonald. Congratulations!

I want to thank our pro bono partners – Minter Ellison, Herbert Smith Freehills and Clayton Utz – who have

all provided TQ and me with extensive and exceptional support throughout the year. I also thank the TQ board for their dedicated commitment to our mission. They give freely of their time to improve the situation for Queensland renters.

Thank you to our members and supporters, without which we could not survive.

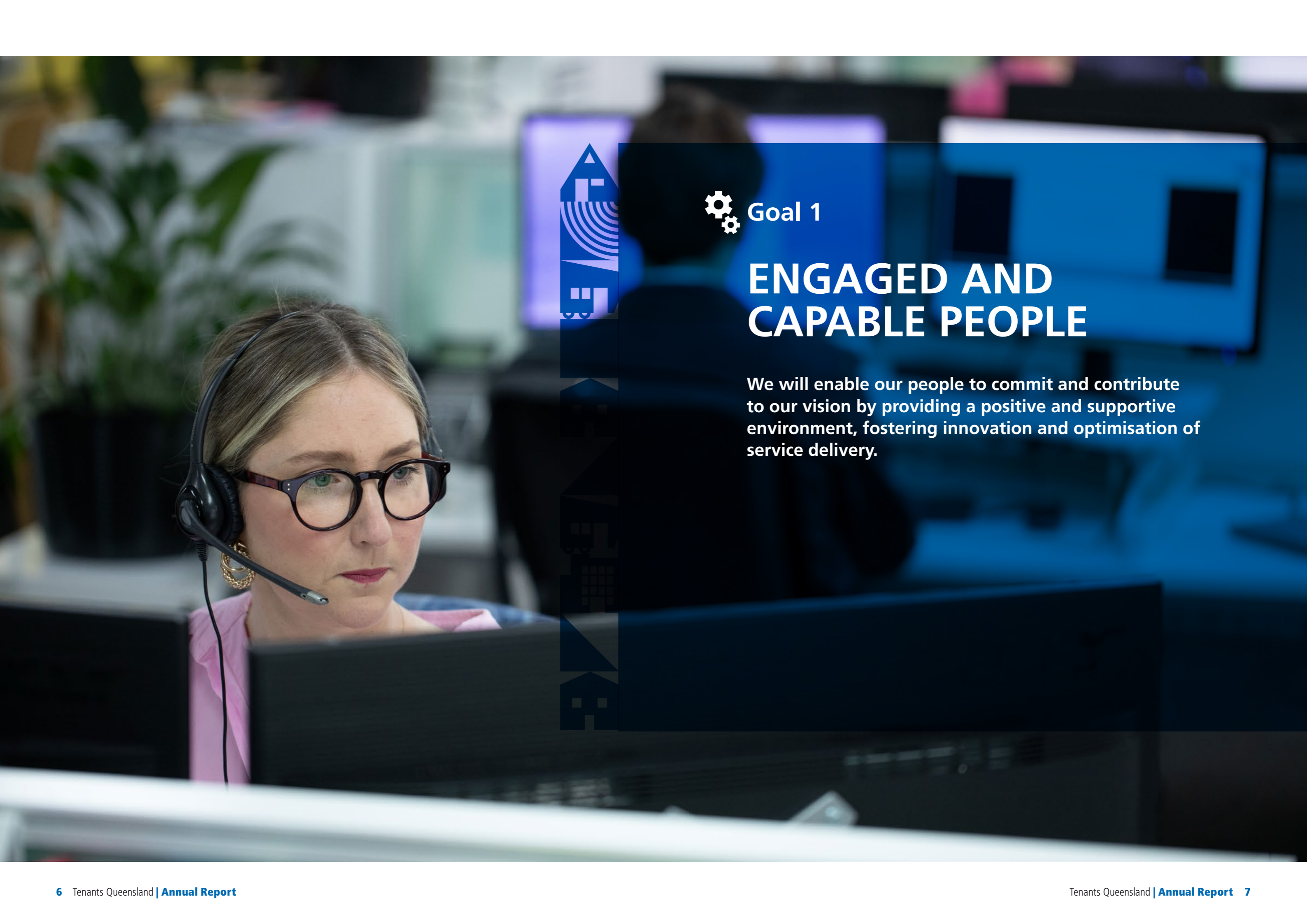
A special, heartfelt thanks goes to the TQ team statewide, for seeing another challenging year through with energy and aplomb. Their commitment to meeting the needs of our clients is palpable and appreciated.

Finally, to the members of the senior leadership team, thank you for your work and for the journey we are on together.



Penny Carr





Goal 1

ENGAGED AND CAPABLE PEOPLE

We will enable our people to commit and contribute to our vision by providing a positive and supportive environment, fostering innovation and optimisation of service delivery.



Improving employee wellbeing

TQ continues to focus on and invest in the wellbeing of our staff demonstrating a commitment to and investment in team members who embody our values. During the year, we recruited and supported new employees to TQ. We encouraged staff development by promoting a range of internal opportunities for professional learning and development, and where possible, recruiting from within. We also saw the retirement of our long-standing QSTARS Service Delivery Manager, Chris Freney and welcomed our new Service Delivery Manager, Rob Kerby into the role.

This year our Business Team has focused on our staff's wellbeing, noting the introduction of psychosocial hazards through amendments to Workplace Health and

Safety legislation. The Business Team has also focused on improving our HR processes and systems.

- Further developing our risk management and safe working practices by embedding psychosocial hazards into our processes, ways of working and managing our team.
- Delivering debriefing and wellbeing training to our managers and senior team members.
- Encouraging our team to access the services available to us through our Employee Assistance Provider.
- Renegotiating TQ's Enterprise Agreement.

■ Introduction of TQ's reward and recognition program to acknowledge the great work of our staff.

■ Delivery of Cultural Safety Training to all staff on Seven Steps to Practical Reconciliation Aboriginal and Torres Strait Islander Cultural Awareness. Delivery of all of staff training focused on organisational policy and procedure and our relationships with colleagues.

Our team is dedicated and committed to making a difference for renters by providing access to information, advice and representation, empowering them to sustain their tenancies.



Jess and Rose at staff training

Joint Consultative Committee

TQ's Joint Consultative Committee (JCC) delivers a mechanism for regular exchanges of information on the

implementation of the Enterprise Agreement. The JCC meets quarterly and has representation from the CEO,

Business Manager, a staff-elected member and a union delegate. During the year the JCC met four times.



Penny and Agatha - recipient of the inaugural Firestarter Award



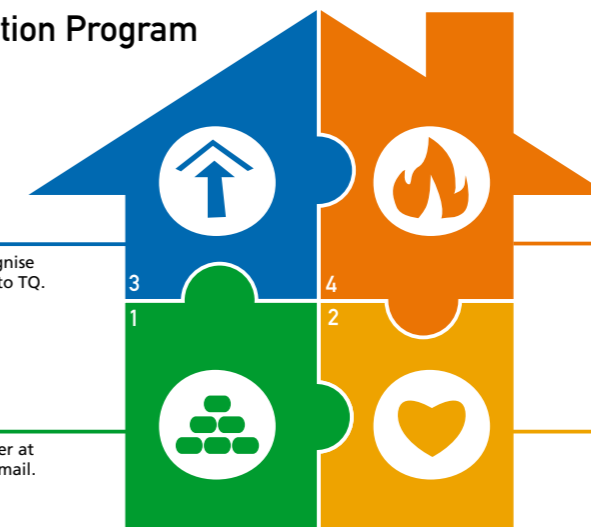
Tenants Queensland Team Recognition Program

Raise the Roof Service Awards

Award certificates to recognise milestone years of service to TQ.

Firm Foundations

Say thank-you to each other at anytime, in-person or by email.

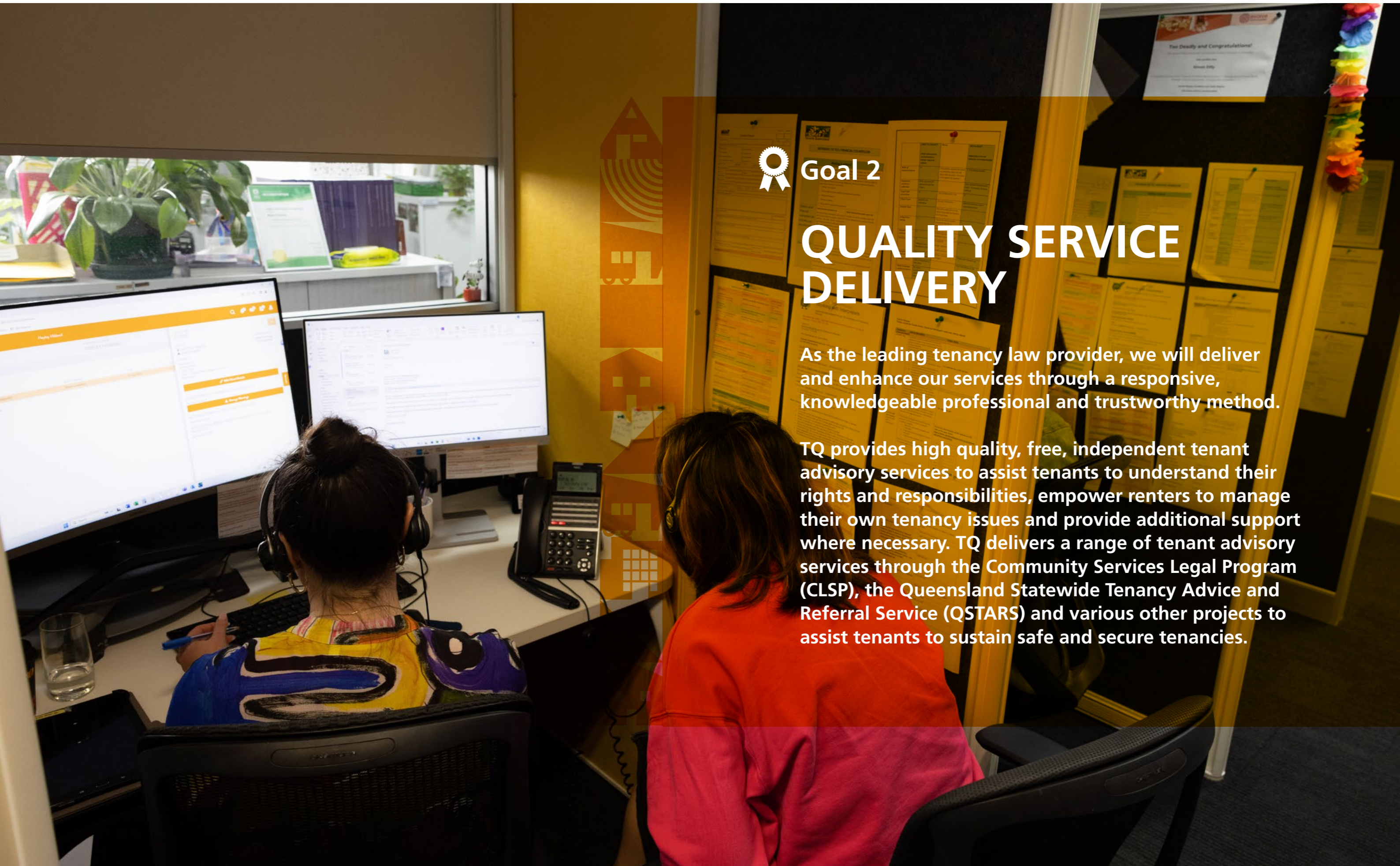


Fire Starter Award

Celebrate outstanding performance of individuals or teams annually.

Heart of the Home

Send a colleague a special thank-you postcard.



Goal 2

QUALITY SERVICE DELIVERY

As the leading tenancy law provider, we will deliver and enhance our services through a responsive, knowledgeable professional and trustworthy method.

TQ provides high quality, free, independent tenant advisory services to assist tenants to understand their rights and responsibilities, empower renters to manage their own tenancy issues and provide additional support where necessary. TQ delivers a range of tenant advisory services through the Community Services Legal Program (CLSP), the Queensland Statewide Tenancy Advice and Referral Service (QSTARS) and various other projects to assist tenants to sustain safe and secure tenancies.



Community Legal Services Program

The Legal Service Team includes our community legal service program, DFV Sector Capacity Building Program and the Financial Counselling Service.

Through our Community Legal Services Program we provide case work in relation to complex tenancy and related law matters, often representing clients facing high levels of disadvantage. The Team also takes on strategic litigation where the outcome has the potential to advance tenants' rights or clarify the interpretation of tenancy laws.

In early 2023, TQ was awarded additional Commonwealth Flood Funding to provide advice and case work to tenants affected by the February 2022 rain event and future natural disaster and flood events. This funding was provided under the Community Legal Services Programs funding for legal assistance services until 2026.

Throughout the year the Team has assisted clients in a variety of issues including filing human rights and anti-discrimination complaints to the Queensland Human Rights Commission. Complex prisoner matters have increased throughout the year due to the housing shortage and need for secure housing as a condition of release. Victim survivors of Domestic and Family Violence have also remained a steady cohort, in need of assistance along with vulnerable clients with disabilities. The Team have noted an increase in clients who are homeless due to the housing shortage.

Legal support and quality assurance

The Legal Services Team provides specialist legal support for TQ services to ensure the accuracy and consistency of community legal education products and publications and TQ training materials. Intensive additional work was required throughout the year - for

information products for both workers and tenants due to the changes, which commenced on 1 October 2022. The changes included the keeping of pets and requesting approval for a pet, new grounds for ending residential tenancy and rooming accommodation agreements, termination for a serious breach, new repair orders and extending the period a tenant will need to return their entry condition report.

Tenancy Law Clinic

The Legal Services Team support a Law Student Advice Clinic run in conjunction with the University of Queensland (UQ) Pro-Bono Centre. As an elective subject the clinic provides a rare opportunity for a small number of students each semester. Under TQ supervision, students learn the practical application of social justice principles and tenancy law with a diverse range of clients.



Wendy facilitating the Law Student Advice Clinic



Legal Services Team Case Studies

Law student clinic assists international student Diego*

Diego, a Spanish speaking international student entered a room in Brisbane for seven months for \$170 per week and worked as a bicycle delivery rider. Diego faced financial struggles and fell behind with his rent and the rooming provider did not issue him any notices. Instead, phoned him at work one day to say he had locked Diego out of his room and seized his possessions.

The provider refused to return Diego's possessions until he paid all the rent he owed. Under duress Diego made several payments but only got his clothes and passport back. This provider refused to return his laptop and his electric bike charger. A distressed Diego called the Spanish embassy in Canberra who referred him to TQ.

At TQ the Law Student Advice Clinic interviewed Diego and discovered he only had a verbal agreement to rent his room and only had a phone number for his rooming provider, with communication between the two via text in Spanish. Diego had borrowed money to pay over \$3,000 but his former provider now claimed the rent was \$100 per week higher and refused to return his remaining items until he was paid thousands more.

The Law Student Advice Clinic advised Diego his provider had unlawfully terminated his rooming agreement without written notice and had seized his goods in breach of the Act.

The Law Student Advice Clinic drafted a letter for Diego to request his provider immediately return his seized goods. The clinic also helped Diego fill in a Form 16 Dispute Request form to apply to the Residential Tenancies Authority (RTA) for urgent telephone mediation. TQ also phoned the provider to advise he had failed to comply with the Act and committed several serious offences and, if the matter was not resolved and the goods returned, the provider could face investigation by the RTA and penalty fines.

The provider failed to respond to these interventions, so the next week the students helped Diego apply to QCAT for an urgent tribunal hearing to seek an order requesting his provider return his seized laptop and bike charger.

When the provider received notice of the QCAT hearing he contacted TQ and said he was willing to negotiate and return the items, but only if Diego paid him \$4,000. Diego did not have the money and believed he had already paid all the rent he owed. The provider had no evidence of the debt and was not able to produce a written agreement or rent ledger. Faced with his lack of evidence the provider accepted a token payment of \$300 to settle the matter and returned Diego's remaining items.

Diego was relieved to have the matter settled and overjoyed to get his charger back. He was deeply grateful to the Law Student Advice Clinic who stood with him at a difficult time and helped him take action to advocate his rights.

The Kieta* Family face homelessness

Mr Kieta called for advice regarding a Notice to Leave that was issued for the end of the fixed term agreement. The African family with four children had rented the Brisbane unit for four years. The agent said the family would not be offered another lease and claimed the owner intended to substantially renovate the unit.

The tenants were concerned the Notice to Leave they received from the agent did not meet the required notice period in the Act. However, the agent refused to withdraw the notice. Over the next two months the family applied for many rental properties but due to the rental crisis and lack of affordable properties, they were unable to find a new place to rent.

When the family failed to move out as requested on the notice, the agent applied to QCAT for a termination order.

TQ assisted Mr Kieta to understand and prepare for the QCAT hearing. When he attended QCAT he was able to explain his family's hardship and inability to find another rental property. He also pointed out that the notice they were given was one day short and did not provide the correct notice. However, QCAT overlooked this error and made a termination order.

QCAT decided to terminate the tenancy but, in consideration of the family's hardship, QCAT granted the family a further six weeks before the termination order would take effect and the Warrant of Possession would be issued.

Mr Kieta continued to apply for rental properties but was again unable to find anywhere to go. Concerned that the Notice to leave did not provide the correct notice, and the tribunal had failed to take this into account, he indicated that he wished to appeal the QCAT decision.

TQ supported Mr Kieta to complete an Application for leave to appeal or Appeal and prepare a submission. This submission argued there was an error of law in the QCAT decision as the Notice to leave was one day short so did not provide the required notice under the Act.

Furthermore, QCAT could overlook minor errors in notices, but did not have the power to ignore statutory time limits on a Notice to leave.

When submitting his Appeal application, Mr Kieta also lodged an application for a Stay of the original termination order and warrant of possession.

The Stay order was granted pending a final decision on the appeal application. Written reasons provided by the QCAT member who granted the stay order, strongly reinforced the legal basis set out in the appeal application.

The advice and support of the TQ Legal Services team enabled Mr Kieta to engage with the QCAT process and ultimately appeal an incorrect

decision and successfully seek a Stay of the termination order. At appeal, the matter was upheld. TQ legal advice and support has ultimately allowed the family to remain housed and avoid homelessness.

Incarcerated tenant provided with legal assistance

John* had a tenancy agreement with a community housing provider (CHP) and his family were looking after the rental property during his absence. All CHP's have policies where a tenant can be absent from a property for a period, with the permission of the lessor. If not granted, the lessor usually takes steps to end the tenancy.

John was given permission to be absent from the property, however this was conditional on an Acceptable Behaviour Agreement (ABA) which contained harsh and unreasonable terms. It was also not compliant with section 527D of the Residential Tenancies and Rooming Accommodation Act 2008. Upon release from prison, John resumed occupation of the property and the CHP insisted John comply with the ABA.

Prior to John's incarceration, the CHP decided to on charge repairs undertaken at the property to John. The repairs were pursuant to damage caused by first responders – Queensland Fire and Emergency Service (QFES) and Queensland Ambulance Service (QAS). The damage occurred when first responders affected access

to the rental premises to provide emergency care. A medical assessment determined further treatment was needed and the tenant was transported to hospital.

TQ advocated with the CHP seeking to have these charges removed from John's account, however, the CHP refused to withdraw the charges.

TQ made requests to QFES and QAS under the Right to Information Act 2009 seeking reports about their actions in providing emergency care to John, which resulted in property damage. Censored copies of these reports were provided to the CHP as evidence of John's medical condition at the time.

TQ wrote to the lessor claiming breaches of the Human Rights Act 2019 requiring a response within 45 days. The response from the CHP affirmed their decision to charge John for repairs and blamed him for his own mental illness.

TQ prepared and submitted a complaint to the Human Rights Commission. This process is likely to take many months before an outcome is determined.

The tenant remains in occupation at the rental property.

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





Domestic and Family Violence (DFV) Sector Capacity Building Project

The Legal Services Team also supports the Domestic and Family Violence Sector Capacity Building Project (DFV project).

The DFV project aims to build the capacity of workers (who support people experiencing violence) to deal with tenancy issues. The approach includes strategies to contribute to increased safety and reduce barriers to access or sustain stable housing and provides information to support people experiencing DFV to start, stay or leave a tenancy. The project provides training on tenancy related DFV issues; resources; and a Helpdesk service to assist workers with advice on tenancy issues relating to domestic and family violence.

Training delivery and networking

The DFV project provided both online and face to face training sessions with workers supporting renters experiencing DFV. A wide range of workers participated in training, including workers in DFV services and women's shelters. The DFV project

explored opportunities to engage with community service organisations at sector events including the First Nations Housing Conference, Understanding Pathways to Safety forum and the DFV conference in Ipswich held during DFV Prevention month in May.

A few highlights this year include: -

- Involvement with information sessions aimed to empower female leaders to support migrant women in their communities. The DFV project team attended events with the Portuguese, Chinese

	Online	Face-to-face	Total
Training sessions delivered	13	17	30
Number of training participants	173	228	401
Network and community events	9	24	33
Participants in network and community events	107	659+	766+
Number of participants involved in International Women's Day Special Event	15		15



*"Brilliant and helpful service
The support worker has a
wealth of knowledge about
tenancy issues and has a strong
DFV lens and understanding of
complexities!"*

*"Absolutely recommend
contacting the Helpdesk"*

Rose at the Listen, Connect, Reflect conference

(ethnic groups from Myanmar) and Japanese communities.

- Training sessions in Rockhampton and Yeppoon - with several services supporting the Central Queensland region.
- The DFV project organised an online event for International Women's Day with music, inspiration and celebration for women working in DFV. The event promoted sharing and self-care.

Helpdesk

The DFV Helpdesk provides community workers with advice on tenancy issues. This year the Project provided advice on **144** separate matters.

This year has seen a change in the percentages of advice topics with more workers seeking advice on Damage and Staying in premises and a decrease in Leaving.

The tenancy laws have clear processes around leaving due to violence, however, the laws about staying in the property have not been amended to meet current needs. We understand that more tenants (especially where they feel safe) would like to stay in the rental property with the person using violence removed from the lease as a co-tenant.

Some of the questions that the Helpdesk has assisted workers with: -

Damage

Q. Co-tenancy with a domestic violence (DV) partner that moved out eight months ago. The lessor was unsupportive when tenant wanted to

remove partner's name off the lease. Eventually, they gave the tenant a new lease with a rent increase, which the tenant signed. There's damage caused by partner's violence and an inspection six months ago mentioned this and advised that tenant needs to repair.

A. A tenant is not responsible to compensate the lessor for damage caused by DV they have experienced; the TQ website DFV Toolkit has a link to a sample letter that includes providing evidence that damage is caused through DFV and notes the tenancy legislation that supports a tenant experiencing violence.

Stay

Q. A tenant with significant debts due to financial abuse from ex-partner. The tenant owes rent but would find it difficult to move and afford rent elsewhere. QSTARS are providing support directly to the tenant who has four children.

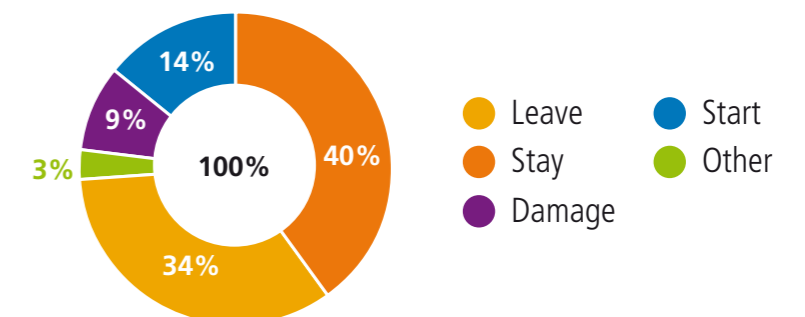
A. Helpdesk linked the worker with financial support that could assist the tenant to remain in her home. TQ's financial counselling service also assisted with the debts related to financial abuse.

Leave

Q. A young woman is currently living with an abusive partner who controls her financially and emotionally and stops her from working. The woman is planning to leave and wants to know how to go about getting out of the tenancy; she is a co-tenant on the lease. There are rent arrears and they have received a Notice to remedy breach, she is paying extra to cover the arrears and has not yet received a Notice To Leave. The woman is exploring her options to go to a woman's refuge.

A. The woman could give a Form 20 Notice Ending Tenancy Interest with 7 days' notice, she needs to provide some supporting documentation about the DFV. An authorised person like a social worker, refuge worker or DFV support service can sign a Domestic and Family Violence Report Form. When she moves out, she can submit a Form 4a Bond refund for persons experiencing domestic and family violence to the RTA. The agent may dispute the amount of the refund if there's still rent owing. The tenancy will continue for the remaining co-tenant and the agent can notify them 7 days after the date the Form 20 expires. This young woman can time giving the notices to ensure her safety.

DFV Helpdesk Questions





Financial Counselling

TQ's Financial Counselling Service assists Queensland tenants with issues relating to debt, budgeting, information relating to bankruptcy and debt collection, as well as advocacy and support. The service is delivered face to face and by telephone. Clients are provided with information and advice to allow them to resolve issues, and, where appropriate, the financial counsellor will advocate on their behalf.

The service has established effective working relationships both internally and externally. External efforts have included attending the Brisbane Murri Court, attending Homeless Connect events, reaching out to external organisations to attend team meetings

or more casual networking settings, and attending information sessions run by TQ's Domestic and Family Violence (DFV) program.

Service integrated - Domestic Violence survivors' debts cleared

TQ received a direct referral from a support worker at the Domestic Violence Action Centre. Single mother Anita* was being aggressively pursued for debts accumulated during a previous relationship.

Over the course of the five year relationship, Anita's former partner established several accounts in her name. These included all household utility accounts and several loans, some

she was aware of, some she was not.

With assistance from TQ's DFV support worker in gathering relevant information the TQ financial counsellor was able to advocate on Anita's behalf to have the accounts waived in full or closed, not to be pursued.

TQ also assisted Anita to obtain a copy of her credit file to ensure that listings associated with these accounts had been removed and that there were no other outstanding debts impacting Anita's ability to rebuild her and her children's financial future.

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



Clancy presenting a financial counselling session at Westfield Carindale

Queensland Statewide Tenant Advice and Referral Service (QSTARS)



The QSTARS program focus aims to achieve the following outcomes:

1. Queenslanders who rent their home are aware of their rights and responsibilities and support services available to assist them to resolve tenancy and residency issues.
2. Queenslanders who rent their home can exercise their rights to resolve tenancy/residency issues, particularly in relation to security of tenure, safe and appropriate accommodation, and contractual matters.

The QSTARS program delivers tenant advisory services to residential renters throughout the state and supports and refers clients with additional needs to appropriate services.

The QSTARS service delivery network is based on a 'Hub and Spoke' model which includes central Hub and four regional areas for service delivery. Each of the four regions are further divided into sub-regions with services supported through a local TQ office run by our sub-contracted partner agency.

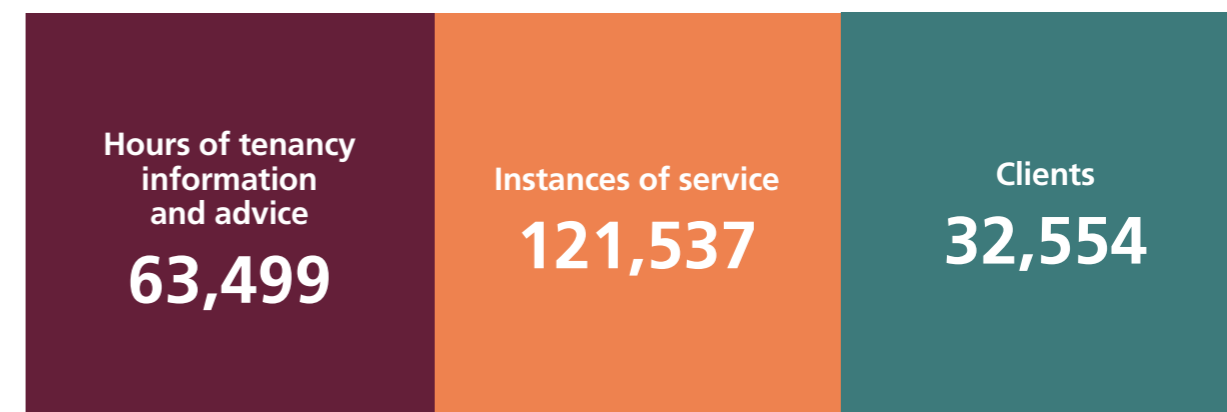
The QSTARS Hub operates as the service entry point, providing information, advice and referral to Eligible Persons. The Hub service refers Eligible Persons requiring additional support - face to face engagement, assistance for more complex tenancy issues, the need to peruse documents etc., to the client's local office. A TQ office coordinates the work across each region, with service delivery being supported in three out of four of our regions by our QSTARS Partner organisations - Community Plus,

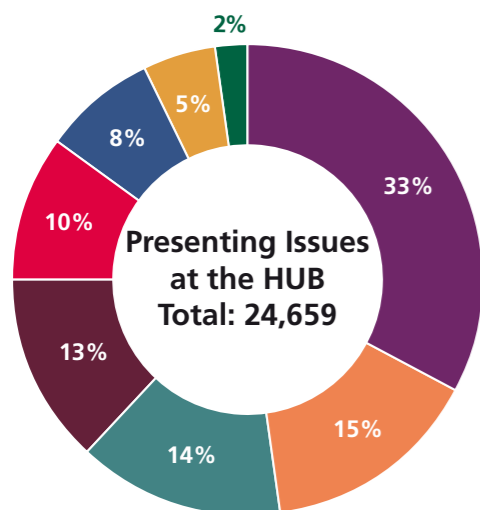
Enhance Care, Suncoast Community Legal Centre, Ipswich Regional Advocacy Service, The Advocacy and Support Centre (TASC), Hervey Bay Neighbourhood Centre and Mackay Regional Community Legal Centre.

Client Demand

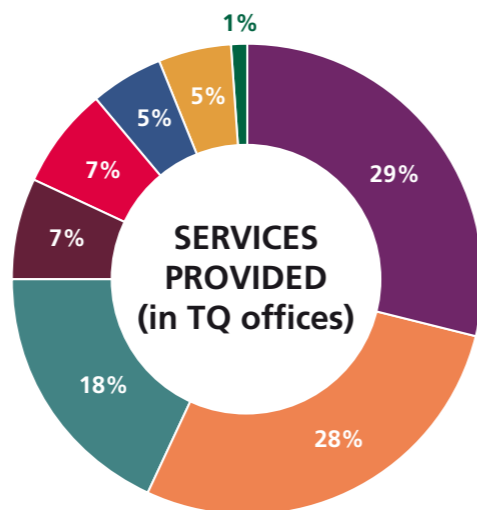
During the 2022 to 2023 financial year, TQ's QSTARS Teams (including the HUB and our QSTARS Partners) assisted thirty-two thousand five hundred and fifty four (32,554) clients with sixty-three thousand four hundred and ninety-nine (63,499) hours of tenancy advice and casework services. This was delivered through one hundred and twenty-one thousand five hundred and thirty-seven (121,537) instances of service.

Across the QSTARS program

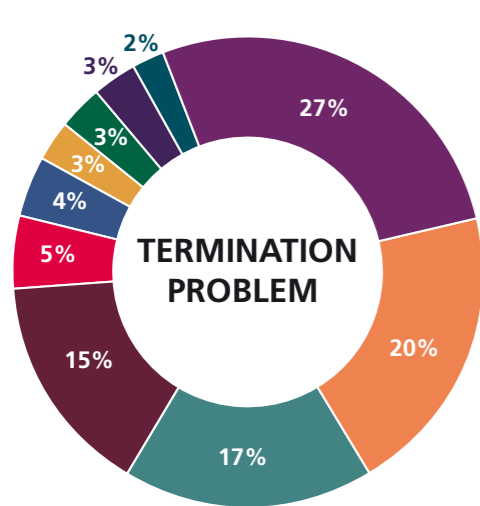




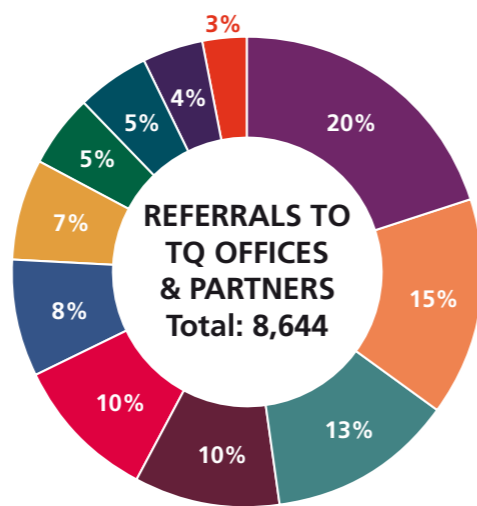
- Termination
- Rental bonds, refunds, payments, claims
- Repairs/maintenance
- Rent, increases, receipts, payments, arrears
- Tenancy Agreement, special terms, pets
- QCAT/Court
- Entry/privacy
- Service Charges, Water, electricity, gardening



- Advice on resolving issues
- Info related to current advice work
- Info and/or referral only
- Developed plan to resolve issues and build capacity for self advocacy
- Assistance to identify strengths and resources to solve issues
- Supporting client to communicate with REA / Lessor
- Advice to the client to prepare for formal or informal dispute resolution process, inc QCAT
- Assisted client to complete forms themselves



- Terminating with grounds
- Break lease
- End of lease
- Termination without grounds
- Warrant of Possession
- Domestic & Family Violence
- Excessive hardship
- Mutual Agreement
- Sale of Property
- Retaliatory eviction



- TQ SQ
- Com Plus
- Enhance
- TQ BNth
- IRASI
- TQ NQ
- Suncoast
- HBNC
- TQ CQ
- Mackay
- TASC

QSTARS Learning and Development

During the 2022-23 reporting period, TQ's Learning and Development (L&D) provided training to our statewide workforce in relation to the stage 1 rental law reforms.

The year saw a continued and strong emphasis on supporting the wellbeing of our team in the face of the continuing housing crisis experienced by our clients. We developed and delivered a range of bespoke training products to enhance our team's capabilities to manage their wellbeing in the workplace, respond to challenging situations, strategies for self-care and building resilience.

To reduce the risk of workplace trauma, we ran statewide education to equip advice workers to recognise and respond to people with suicidal ideation and updated our internal procedures when our team is faced with threats of harm. Survey results indicate an increase in worker skills, confidence, and knowledge to recognise and respond appropriately to suicidal behaviour. 100% of participants responded that they would recommend the training.

Case conferencing began in 2022-23, with eight conferences held during the year to increase collaboration and connection between our regional teams and Partner organisations. 100% of survey respondents stated they received the support they needed from the case conference.

Upskilling and support was delivered through eLearning, in person and remote online education. Digital transformation continued with 14 webinars updated and improved to incorporate the changes to the

legislation and feedback from the user, now available on the L&D TEAMS page. Feedback has been overwhelmingly positive, with the introduction to the tenancy legislation series receiving an average user satisfaction rating of 4.8/5.

We have continued to develop and update the Layers of Learning to build the competencies of our people. Several training packages have been created in alignment with our strategic priority to equip workers with advanced tenancy skills, including affidavit and submission writing, rooming accommodation, advanced DFV case studies, and updated conflict checking and risk management processes.

Community Education

TQ's Community Education workers develop and provide education to prospective renters across Queensland through the delivery of workshops and presentations and through participation in community events. Community education activities aim to increase individual and organisational understanding of tenancy issues, knowledge of tenancy and residency rights and responsibilities, and awareness of our advisory services.

As COVID-19 lockdowns began to ease, the Community Education team was able to resume face to face education

sessions and participate in rescheduled previously cancelled public events. This year there was a significant increase in education sessions delivered and community events attended with the total exceeding 500.

Key events included University Orientation weeks, NAIDOC, Anti-Poverty Week, Mental Health Week, Homeless Connect, Youth Week, and International Tenants Day.

This year TQ has maintained a strong focus on engagement with the First Nations people of Queensland. Examples of our engagement include, tenancy pop ups in North Queensland, participation in the Central Highlands and Brisbane NAIDOC events, and attending Murri Court Yarning circles and Aboriginal and Torres Strait Islander health, housing, and legal services across the regions. Outreach to First Nations service providers has sought to inform them of our services and provide pathways for clients.

Training participants

671





Delivering Community Engagement and Education

International Tenants Day (ITD) 2022

ITD, universally celebrated on the first Monday of October each year, aims to connect tenants with support services, increase their understanding of tenancy rights and responsibilities, and embed the QSTARS service into the fabric of the community.

TQ held events across Queensland to celebrate and raise awareness of tenants and the services TQ provides.

A special ITD event to highlight the new tenancy law pertaining to pets in rental properties was held in Brisbane. This event featured a mobile animal farm and Animal Welfare League in attendance to share information about pet adoption.

Community Access Points (CAPs)

To enhance our QSTARS reach, a network of CAPs, particularly in regional areas of Queensland, has

been strengthened throughout the year to ensure it continues to provide a wide range of localised points of access. CAPs are points or locations at which Eligible Persons can access QSTARS through other services.

Approximately one hundred and twelve new CAPs were added to the previous one thousand four hundred and thirty-two CAPs established since the commencement of the QSTARS program.

QSTARS Case Studies

A QSTARS office received direct phone contact from Russell*, a tenant to whom the team had previously provided advice and support to on a separate matter.

Russell had received a letter from his property manager stating that recent repair issues at the premises were deemed to be damage caused by him and as such, a demand for \$562, payable within 30 days, was issued.

A Notice to Remedy Breach for failure to pay the invoices for alleged damage was issued and Russell was concerned that he would be issued a Notice to Leave if he did not remedy the alleged breach.

The tenant strongly disputed the allegations and sought assistance from the QSTARS Team to understand and navigate the formal dispute processes available to him. The Team advised Russell via a combination of phone advice and face to face appointments where he was provided with practical support.

With support from the QSTARS Team, Russell lodged a QCAT application disputing the allegations of damage to the property. The property manager submitted a counter application to QCAT refuting Russell's claims and seeking an order that he pay \$562. Additionally, the Property Manager also alleged Russell had committed

other breaches and sought additional orders in that regard.

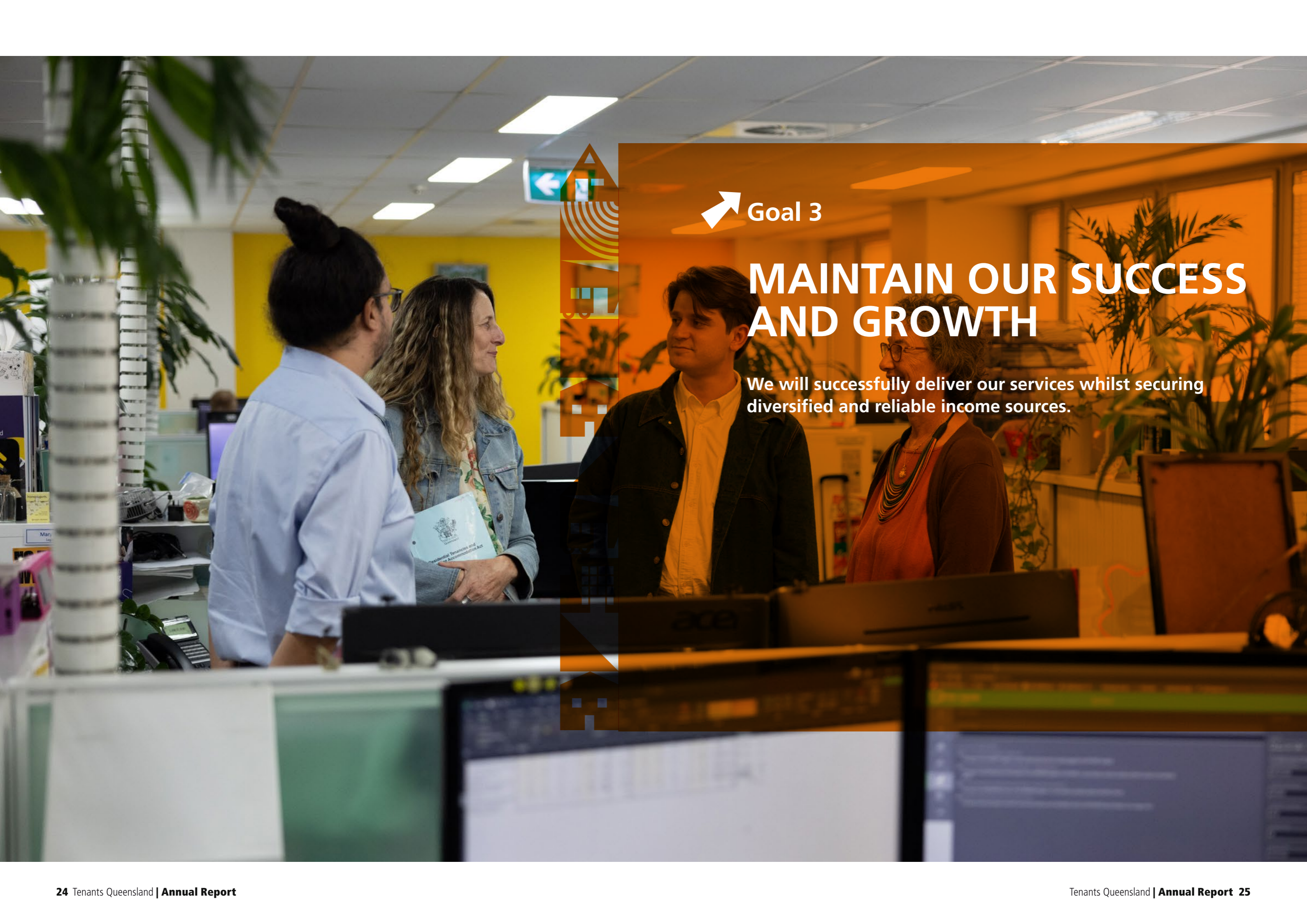
The team worked closely with Russell to, review relevant documents and establish the facts; draft emails to the property manager; complete RTA forms; complete the QCAT application and draft a written response to the claims.

Russell was provided with advice and support that enabled him to represent himself at QCAT. The Tribunal found in Russell's favour with the claim against him dismissed in its entirety.

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



Cam and Amy at Griffith University Open Day



↗ Goal 3

MAINTAIN OUR SUCCESS AND GROWTH

We will successfully deliver our services whilst securing diversified and reliable income sources.



Governance

TQ is governed by a Board with support from the Finance and Risk and People and Culture Committees.

The year has seen a sharp focus on the continuous improvement of our governance processes. With the support of our pro bono partners, Minister Ellison lawyers, we commenced a thorough review of policies and procedure to ensure we have contemporary and fit for purpose governance arrangements.

The Annual General meeting notices and documents, board roles and responsibilities, Terms of Reference for our Board Committees, the Board Charter and Code of Conduct have been updated. This work will continue into the coming year as we work through the suite of governance related policies and procedures.

The Board
Penny Gillespie Chaired the board throughout the reporting period, stepping down at the end. Scott Pardey was also farewelled during the reporting period.

During this year the Board welcomed Mr Patrick Morgan who was appointed to the board as a Specialist Skills Director, having been an independent

member of the Finance and Risk Committee). Sinead Canning was also welcomed to the board during the year. Both bringing a wealth of skills.

- 2022/23 Directors**
- Penny Gillespie** Chair
 - Damian Eckersley** Director & Company Secretary
 - Seleneah More** Director
 - Scott Pardey** Director (resigned March 2023)
 - Sally Watson** Director
 - Pat Morgan** Director (Special Skills)
 - Sinead Canning** Director

Penny Gillespie (Acting Chair and Director)
Penny joined TQ Board in 2019. She is a member of the Australian and New Zealand School of Government Executive Fellows and holds a Technical and Further Education Teachers Instructional Skills Certificate and a Bachelor of Arts (Honours) in Three Dimensional Design from the University of Sussex, United Kingdom.

Penny has held Senior leadership roles in not for profit and government and Director of sole trader consulting business and has extensive professional experience in project and program management, review and evaluation;

stakeholder engagement, organisational and service model design (community services and housing services), submission, report and tender development and writing and strategy development.

Penny has held previous Board directorships. Her field of expertise is in community services and housing and homelessness.

Damian Eckersley (Director and Company Secretary)
Damian joined the TQ Board (then Steering Committee) in 2002 to be involved in an organisation which furthers the rights of people who rent their home.

He held the position of Convenor from 2003 to 2013 during a period of great growth in both the private rental market and in the services that TQ provides.

Damian is an architect working in the private sector. Damian has a Bachelor of Architecture and is a Registered Architect.

Seleneah More (Director)
Seleneah joined the TQ Board in 2018. She holds a Bachelor of Social Science with the Queensland University of Technology and a Graduate Diploma in Urban and Regional Planning with the University of Queensland Lakes Station.

The foundation of Seleneah's work is her belief in the expertise of local people and their resources to improve their communities. Seleneah has endeavoured to deliver improvements to the Urban environment as an urban planner for



Penny Gillespie speaking at the Annual General Meeting

ten years and community development practitioner for 20 years.

Scott Pardey (Director)
Scott joined the Board of TQ in 2019. Scott is a chartered accountant with experience in international aid & development as well as the Not-for-Profit sector in Australia.

He is a Bachelor of Business graduate from Queensland University of Technology and enjoyed a 12-year career with advisory firm Grant Thornton in Australia, the UK and South East Asia.

Scott co-founded the community-led West End Film Festival. More recently he has worked within Indigenous affairs, through consulting projects and as the Chief Financial Officer and Company Secretary of a national Aboriginal Not-for-Profit.

With an interest in data analysis and impact measurement, Scott is keen to support TQ to continue its exceptional client-focused work for years to come, through sustainable and innovative approaches to governance and relevant emerging issues.

Sally Watson (Director)
Sally joined the TQ Board in 2021. Sally was previously a member of the TQ Steering Committee between 2016 – 2019. Sally also worked for Tenants Union Queensland in its North Queensland office during the 2000's. Sally manages a large homelessness service in Cairns - Shelter Housing Action Cairns (SHAC). She has previously worked for James Cook University, Homelessness Australia and the National Youth Coalition for Housing. Sally is a current Director of the Residential Tenancies Authority (RTA) and has been since 2015.

Sally has a Bachelor of Social Work (UQ), Bachelor of Laws (JCU) and a Master of Public Policy (ANU).

Pat Morgan (Special Skills Director)
Pat joined the Tenants Queensland Ltd Board in June 2022. He is a CPA (B.Comm & Dip Project Mgmt).

Pat is the co-founder of Business Science Australia (BSA). BSA provides expert advice and services based on his experiences from a long and successful professional career in government

and in various private sectors. Pat's experience includes leading and managing corporate functions in the Queensland Government, organisational restructuring and realignment initiatives, major contract negotiations and management, and being a Chief Finance Officer in several government Departments in Queensland. Pat was previously employed as Business Manager with Tenants Queensland.

Sinead Canning (Director)
Sinead joined the Tenants Queensland Ltd Board in October 2022 and holds a Bachelor of Arts (Political Science and International Relations).

Sinead is experienced in policy analysis, stakeholder and public engagement, media relations and communications to achieve major legislative and public policy reform. This has involved working at Queensland Council of Social Service, Women's Electoral Lobby, Children by Choice and Queensland Greens.

Penny Gillespie	Damian Eckersley	Seleneah More	
6 (of 5)	6 (of 6)	5 (of 6)	
Scott Pardey	Sally Watson	Pat Morgan	Sinead Canning
3 (of 4)	5 (of 6)	6 (of 6)	4 (of 4)



The Finance and Risk Committee

The Finance and Risk Committee assists the Board to fulfil its responsibilities in strategic oversight and prudent financial and risk management. Its role includes to ensure the accuracy and integrity of financial and risk reporting and the maintenance of effective internal control systems to safeguard resources and meet compliance obligations.

The Finance and Risk Committee comprises of Pat Morgan Scott Pardey (resigned), Sally Watson (Chair) and Pat Morgan. The Committee met on five occasions, during the reporting period. Scott Pardey retired during the year. Sally Watson stepped into Chair and Pat Morgan having been appointed as an independent member was then appointed to the Board and Committee as a Special Skills Director.

Scott Pardey
2 (of 3)
Sally Watson
4 (of 5)
Pat Morgan
5 (of 5)

The People and Culture Committee

Our people are our greatest asset and TQ continues to seek out and encourage opportunities to provide a well-supported organisational environment for our teams. This year the People and Culture Committee comprised Penny Gillespie, Seleneah More, Scott Pardey and Sinead Canning. Scott Pardey resigned during the 2022-23 financial year.

Penny Gillespie
2 (of 3)
Seleneah More
4 (of 4)
Scott Pardey
2 (of 2)
Sinead Canning
2 (of 3)

The Committee met on four occasions during the reporting period.

Planning and Assurance

TQ is committed to high standards of corporate governance and assurance. The Board and Leadership Team

regularly review TQ's progress against our Strategic Plan 2021-23.

In early 2023 the Board and leadership group, supported with input from across TQ's teams, commenced development of a new three-year strategic plan, which along with an updated business plan will be finalised soon. These plans will map out further opportunities for TQ to automate and digitise in order to provide more targeted and personalised services for our clients.

Australia National Accreditation Scheme (NAS)

TQ is accredited under the Community Legal Centres (CLC) Australia National Accreditation Scheme (NAS), through which TQ ensures it meets industry standards and provides high quality, accessible and culturally appropriate services to our clients. TQ is accredited under this scheme and continues to implement ongoing improvements aligned to our NAS Improvement Plan.



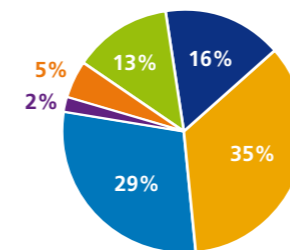
Our TQ Team

Our workforce establishment plan is reviewed by the Board annually and TQ employs team members in accordance

with the approved budget. As of 30 June 2023, TQ employed 43.62 full

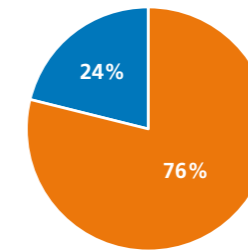
time equivalent across 59 positions in 8 offices.

Staff age range



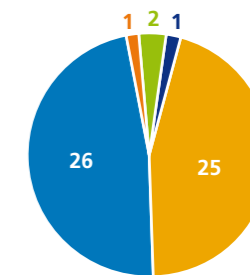
- 21-30
- 31-40
- 41-50
- 51-60
- 61-70
- 71-80

Staff gender



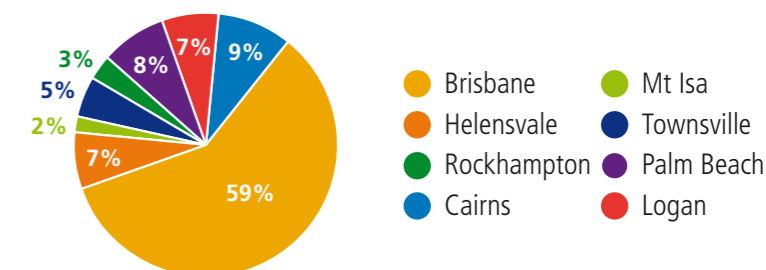
- Male
- Female

Years of service



- 0-5
- 6-10
- 11-15
- 16-20
- 21-30
- 31 and above

Where our team works



- Brisbane
- Helensvale
- Rockhampton
- Cairns
- Mt Isa
- Townsville
- Palm Beach
- Logan

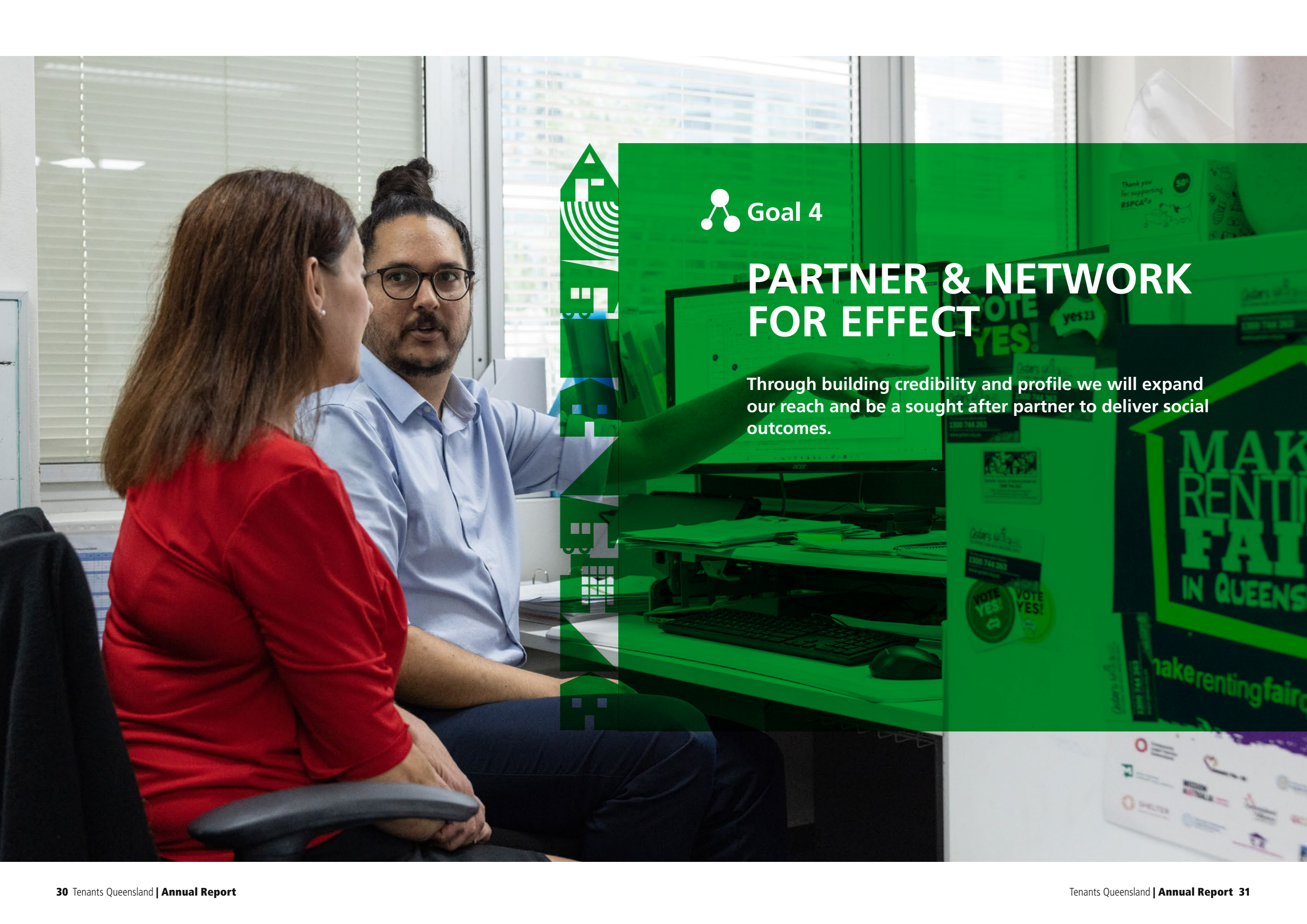
Headcount at 30 June 2023

59

FTE at 30 June 2023

43.62





 Goal 4

PARTNER & NETWORK FOR EFFECT

Through building credibility and profile we will expand our reach and be a sought after partner to deliver social outcomes.





Stakeholder Engagement

This year TQ has continued to proactively engage and collaborate with a cross sector of community, industry and government stakeholders in pursuit of its strategic goals.

TQ participated in the Premier’s Housing Summit and subsequent Roundtables, representing the views of renters and ensuring that the voice of those living in housing and most disempowered in the housing market are heard (amongst those of housing developers and industry representatives).

TQ continues to deliver the QSTARS services through sub-contracts with other community services in key locations. These partnerships support our engagement with local communities and connections to renters, which we also drive through activating and maintaining Community Access Points (CAPs) throughout the state.

We continue to support and partner with other peak groups, working with the Queensland Council of Social Services (QCOSS) in the release of ‘A blueprint to Tackle Queensland’s Housing Crisis’ in March.

TQ is an active member in the QCOSS peak bodies and CEO networks through which it engages in broader policy and advocacy issues which impact directly on renters or our service’s ability to maximise our impact.

TQ continues to convene the National Association of Renters’

Organisations - NARO – (previously known as the National Association of Tenant Organisation). Although unfunded, NARO has been actively articulating national standards for tenancy laws to the relevant ministers, given the renewed interest from the Commonwealth Government (and National Cabinet) on housing and renting issues.

In June 2023 the Australian Senate referred an inquiry into the worsening rental crisis to the Community Affairs References Committee for inquiry and report. NARO is currently working to gain support for our platform from a broad alliance of organisations for submission to the senate inquiry. In addition, we are working a more detailed advocacy platform for public release early in the next reporting period.

TQ is a community partner in the Digital Technologies and the Private Rental Sector research run by the University of Sydney. The project will generate new knowledge about the growing global reach of digital technologies in the rental market and investigate ways it can be used in support of renters and to create a better housing system. The project will culminate in the next reporting period.

TQ has continued working with academics at the University of New South Wales to update the soon-to-be launched and much improved Rental Vulnerability Index.

Our regional team members statewide leverage their engagement with housing and homelessness networks to access the harder to reach client groups and inform and collaborate with service providers to meet client needs.



Penny Carr with Queensland Housing Minister Meaghan Scanlon





! Goal 5

IMPACT THROUGH INFLUENCE

As the credible and strong peak body for advice and support from renters, we will leverage data and analytics to constructively influence government and law reform.

The severe challenges experienced by renters last year continued into this reporting period with vacancy rates across so much of Queensland at all-time lows. Rents have continued to increase, not just for new tenancies but for sitting tenants as well. TQ has heard directly from renters who are experiencing homelessness for the first time or are at risk of it. The resilience shown by so many facing housing uncertainty has continued to encourage us in our campaign for stronger rental reforms.



Advocacy

Make Renting Fair in Queensland (MRFQ)

This year, TQ continued to play a key role in the alliance of organisations, MRFQ, campaigning for improved tenancy laws in Queensland.

On 15 March 2023, MRFQ launched a campaign for stage two rental reforms calling for the following asks:

- Limit rent increases to once per year at the rate of the Consumer Price Index
- Make bond returns fair
- Fairer contract terms
- Make your home accessible, safer and healthier
- Make your home your own
- Protect your privacy
- Ensure you are treated with respect

On 18 April 2023, the government opened community consultation for stage two rental reforms and passed legislation to limit rent increases to once per year. The annual limit on rent increase frequency will come into effect for all new and existing tenancies from 1 July 2023.

The commencement of the second stage of the tenancy law reform process has been long awaited and TQ and MRFQ are pleased to see consultations commence. We think that the government needs to do more to regulate the rental market to deliver stability, safety, amenity and affordability to Queensland renters.

In particular, TQ and MRFQ are urging the government to implement a limit not just on the frequency of rent

increases but to the amount rents can be increased. We're calling on the government to limit increases to one per year at the amount of the Consumer Price Index. This is fair to both renters and lessors. It maintains returns to lessors and provides stability, predictability and protection from bill shock for renters. TQ's submission on the second stage of rental reforms can be found on our website.

The previously passed stage one rental reforms relating to keeping of pets, the reasons a tenancy can be ended, repairs and conditions reports commenced on 1 October 2022. The final stage one change relating to minimum housing standards will apply to new tenancy agreements from 1 September 2023 and fully implemented by September 2024.

In May, the Queensland Premier announced a ministerial reshuffle, the separation of Housing into its own department and a new Minister, the Hon Meaghan Scanlon MP. In the portfolio statement of the new Minister, dated June 16, the following is set out:

"Oversee consultation and development of the next stage of rental law reform, including investigations into the rental bond process".

At the time of writing this report, we still await the outcomes of the consultation processes noted above. With

the administrative changes in the Department of Housing, it may be next year until we see progress on these issues. Without fail, TQ will continue to advocate for effective improvements to our tenancy laws to increase the safety, security and affordability for renters. In addition, NARO will continue to leverage opportunities arising in the federal sphere to improve tenancy laws across the country.

Submissions

TQ continued to raise the voices of renters in government consultations and reviews including the following submissions.

Submissions (two) in response to Queensland's Housing Crisis presented at the State Housing Roundtable

In these submissions we put forward our key recommendations in response to the Queensland housing crisis. Demonstrating our support for better regulation of rent increases and recommended, an immediate limit on rent increases with Consumer Price Index as the benchmark, removal of the end of a fixed term as a reason to end a tenancy and immediate commencement of the next stage of tenancy law reforms.



Submission on the Stage Two Rental Reform consultation paper

In this submission we acknowledge the importance of the commencement of consultation for the second stage reforms. We respond with a number of items that will improve regulation of the rental market in order to deliver greater stability, safety, amenity and affordability to Queensland renters. The key issue of limiting the quantum which rents can rise was not included in the consultation paper. This was a major omission and failure to canvass this vital and current issue facing Queensland renters is a significant oversight.

Media coverage and social media

The ongoing housing crisis and more recently the announcement about the commencement of consultation for Stage two rental reform, have provided regular opportunities for TQ to advocate in the media on behalf of Queensland renters. TQ is frequently called on to provide expert advice about tenancy law and to share our knowledge about the impact the housing crisis is having on renters. Over the year more than ninety articles have been reported across print, television and radio.

Support for TQ's social media platforms continues to grow and this year we have seen an increase in new visitors seeking information about our services. This medium has proved to be useful tool for disseminating information about changes in rental reform and is an effective way to share links to our advocacy work and promote online public forums.



Alliance members at the MRFQ launch

IUT Conference – Lisbon, Portugal



Conference delegates from Australia, Canada and Scandinavia

The International Union of Tenants (IUT) held its triennial conference in Lisbon, Portugal in April 2023, with 22 global tenants' organisations represented, most European based.

As countries emerge from COVID-19, common themes are unaffordable increases in rents, the financialisation of housing, gentrification (and reno-evictions), energy transition and inclusion of renters, as well as the impact of short-term lettings and the need for better regulation.

Despite the Australian political aversion to limiting the amount rents can rise, many international jurisdictions already cap rent increases. Countries using a consumer price index (CPI) to limit rent increases made impassioned pleas to set more affordable limits given the steep climb in inflation. Scotland reported on their government introducing emergency legislation to respond to the impact of the cost-of-living crisis for renters, including capping rent increases in the private market at 3% for 2023–24.

These presentations highlighted the weakness of Australian tenancy rights, where limiting annual rent increases

to the level of the CPI, indeed at all, is aspirational.

The financialisation of housing continues as a major concern with large, listed companies seeing cost growth as a driver and housing as a financial investment. The average rent increase for one of the biggest companies was 37% in 9 years despite many properties built with public money in the 1960s, 70s and 80s.

Following the increasing deregulation of housing markets, hundreds of thousands of flats were sold off by the public and non-profit sectors to private equity funds. Some of these funds were the forerunners of today's listed housing companies whose business model is to buy cheap and sell expensively or modernise to increase rents. Affordable housing is being lost, with tenants pushed out by rent increases, or the failure to maintain properties in a liveable condition.

The European Union's (EU) Green Deal to cut carbon emissions by 50% by 2030 and be carbon neutral by 2050 was discussed. Working with its EU members, the IUT is advocating to ensure that energy efficiency in housing is achievable for those who can afford it as well as those who can't.

The IUT is lobbying for EU financing of an energy transition that empowers national climate plans, subsidies, grants and loans for renovations and climate housing allowances. These plans need to protect low-income renters from shouldering the costs of energy transition through rent increases and

at the same time, protect renters from displacement resulting from renovation and gentrification ('reno-victions') as a consequence of the climate goals.

The worldwide impact of short-term holiday rentals remains a concern. In the EU, legislation is expected to progress soon to deliver a common registration and identification platform for all short-term letting hosts and their properties throughout EU member states. Improving host information will give effect to local/jurisdictional policies, deliver better enforcement of those requirements and reduce illegal listings.

There were presentations from Austria and Sweden on their aspirational social housing systems, and one on the dire situation for Irish renters. Also, a presentation from newly forming tenant associations such as North Macedonia, where the national inflation rate last year was 19%!

In talking about the housing market in a devastated Ukraine, Bent Madsen, the Danish President of Housing Europe (a Federation of Public, Cooperative and Social Housing providers) highlighted the previous transition from social housing to a market with few restrictions and emphasised the need to ensure housing is rebuilt into a regulated market that delivers affordable housing.

Footnote: TQ's CEO attended the conference. The flight was self-funded, with support from TQ for accommodation.



As countries emerge from COVID-19, common themes are unaffordable increases in rents, the financialisation of housing, gentrification (and reno-evictions), energy transition and inclusion of renters, as well as the impact of short-term lettings and the need for better regulation.

Feedback from clients and others about TQ's staff and services



//

I just wanted to let you know Bill that the bond claim with our old landlords has been resolved. We ended up negotiating with them and we had a professional cleaner come in. Then they refunded the remainder of our bond in full. Thanks so much for your help with our issues over the past year - it certainly helped me cope with a very difficult experience during such a vulnerable time after my baby was born. I'm so glad I contacted QSTARS and received your assistance. You do great work in the world and it really makes a difference.

//

Jo, you are so wonderful, knowledgeable, and helpful and since our call, I feel so much more empowered and informed to stand up for myself and my rights as a tenant. Thank you so much lovely, you are an absolute gem and I appreciate you. I have emailed the real estate, empowered and somewhat nervous. We'll see what they say back to me, and I'll go from there. Thank you again.

//

//

I wanted to let you know that the bond for the rental was returned in full. Thank you again Karen from the bottom of both our hearts for your valued knowledge, advice & support throughout the past few months. We really appreciate you.

//

I wish to place on record my thanks for all the effort that Liz went to for me to get the best outcome from my situation. Liz was so knowledgeable and professional and also put me at ease, which I appreciate greatly. QSTARS provides such a wonderful service to vulnerable people, and it meant so much to have you on my side. We are moving out at the end of next week as a tenant has been found to take over the lease. So, all's well that ends well and I wish you all the very best for the future.

//

Please accept my best appreciation for your representatives in the Helensvale Office. They have been great support and assistance in the matter of my eviction earlier this year. Sheree and Tamblyn gave me, and continue to give, hope and advice regarding my situation. So many ex-renters are living out of their cars now, this should not be happening in modern Australia. Again, thank you so much.

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Financial Report



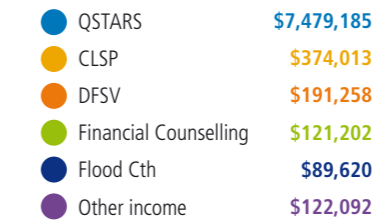
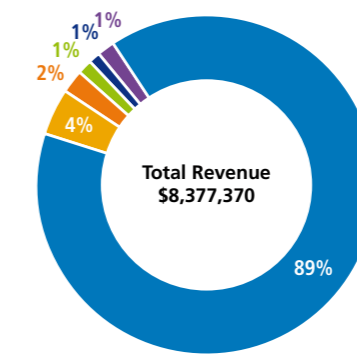
Revenue

Total revenue reported for the financial year 2022-2023 for TQ totals \$8.4 million.

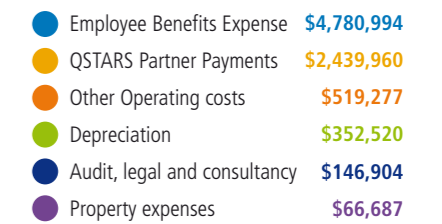
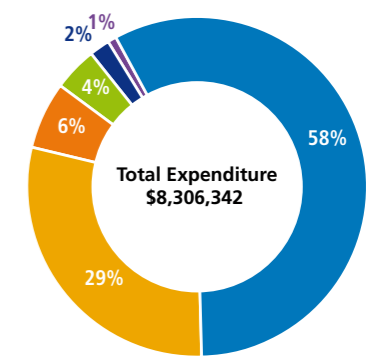
During the 2022-23 financial year, TQ was predominately funded (89%) by the Department of Housing to deliver the Queensland Statewide Tenant Advice and Referral Service (QSTARS). TQ works through a network of eight offices throughout the state, and in partnership with its seven sub-contractors, to deliver the state-wide program. This program has continued for eight years.

The State and Commonwealth Departments of Justice and Attorney General (DJAG), have continued to fund TQ to deliver Community Legal Services (CLSP) under the Legal Assistance Program, administered by Legal Aid Queensland. DJAG Queensland also provides funding for Tenancy Law Help Desk support for DFSV and related services. Funding has been extended from both the State and Commonwealth Governments to provide advice on tenancy matters in response to the

Revenue 2022-2023



Expenditure 2022-2023

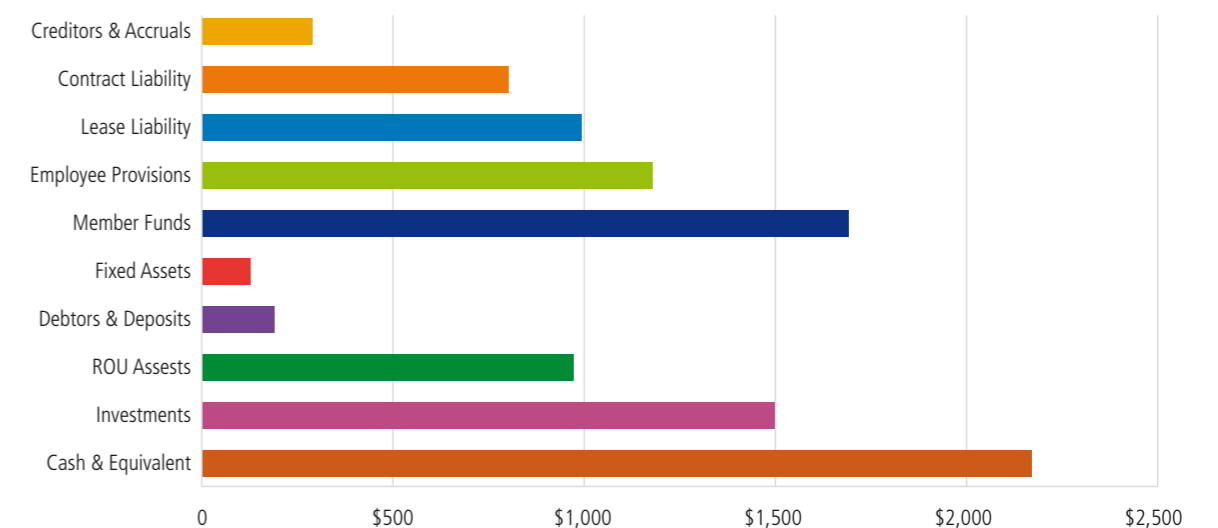


Expenditure

TQ's main expenditure relates to employee costs of payroll, superannuation and related expenditure, making up over 58% of total expenditure of \$8.3m, or over 81% of TQ direct expenditure. QSTARS Partner expenses account for over 29% of total expenditure. Other major items of expenditure include rent for office space, telecommunications, depreciation, and IT costs.

<https://tenantsqld.org.au/annual-report/>

Balance Sheet as at 30 June 2023



Acknowledgements

The Board 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 better the lives of people who rent their home across Queensland.

Our funders

TQ acknowledges the funding received from the:

- Queensland Government Department of Communities, Housing and Digital Economy for the QSTARS Program
- Queensland Department of Justice and Attorney General for the Community Legal Services Program (CLSP)
- Queensland Department of Justice and Attorney General for the Domestic and Family Violence (DFV) Sector Capacity Building Project
- The Financial Counselling Foundation Australia for the Financial Counselling Program.

Pro Bono Support

TQ sincerely thanks the companies and skilled staff for the pro bono work undertaken with us. TQ, and through our work renters across the state, derive great value from this pro bono interest and legal expertise. Each contribution has enhanced our ability to improve and expand our services to

Queensland tenants. In particular TQ would like to thank the following staff from the pro bono agencies.

MinterEllison.

MinterEllison is TQ's corporate pro bono partner and as such have continued to provide significant support to TQ in several areas. We would like to sincerely thank Robert Reed (Special Counsel OAM), Stephen Knight (Partner) and Famin Ahmed (Lawyer) who have facilitated the various pro bono assistance. Our sincerest thanks are extended to:

- Anastasia Maynes (Special Counsel) for their work reviewing TQ's governance and board processes and documentation and the provision of general governance advice.
- Nicole Gordon (Special Counsel) and DJ Alexander (Lawyer) for their assistance with a tender TQ submitted and on advice around TQ's PBI status.
- Aroha Greenwood (Senior Associate) and her team for her assistance updating TQ factsheets and the development of training products in line with the new tenancy legislation.
- Lynne Kozak (Special Counsel), Melinda Smith (Partner) and Lillian Burgess (Lawyer) for their support on a property law matter.

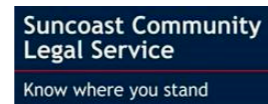


Herbert Smith Freehills have provided significant and on-going support to TQ throughout the year. We sincerely thank Matthew Cameron (Senior Associate) and Genevieve Hallam (Solicitor) for their assistance on HR and IR matters.



Clayton Utz has continued to support TQ with commercial leasing matters, often responding at short notice. We sincerely thank George Kontoleon (Senior Associate) for his much appreciated advice.

Our QSTARS Partners





Tenants Queensland

TQ and Partner Offices

BRISBANE HEAD OFFICE AND HUB

Level 1/87 Wickham Terrace, Spring Hill, 4000

BRISBANE NORTH COAST

BNC

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

Level 3, 29 The Esplanade, Cotton Tree 4558

CENTRAL QUEENSLAND

Rockhampton

240 Quay St, Rockhampton 4700

Hervey Bay Neighbourhood Centre

22 Charles St, Pialba 4655

Mackay Regional Community Legal Centre

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

SOUTHERN QUEENSLAND

Helensvale

2D/9 Sir John Overall Dr, Helensvale 4212

Palm Beach

4/1051 Gold Coast Highway, Palm Beach 4221

Logan

9/90 Wembley Road, Logan Central 4114

Ipswich Regional Advocacy Services (IRASI)

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

TASC National

223 Hume St, Toowoomba 4350

NORTHERN QUEENSLAND

Cairns

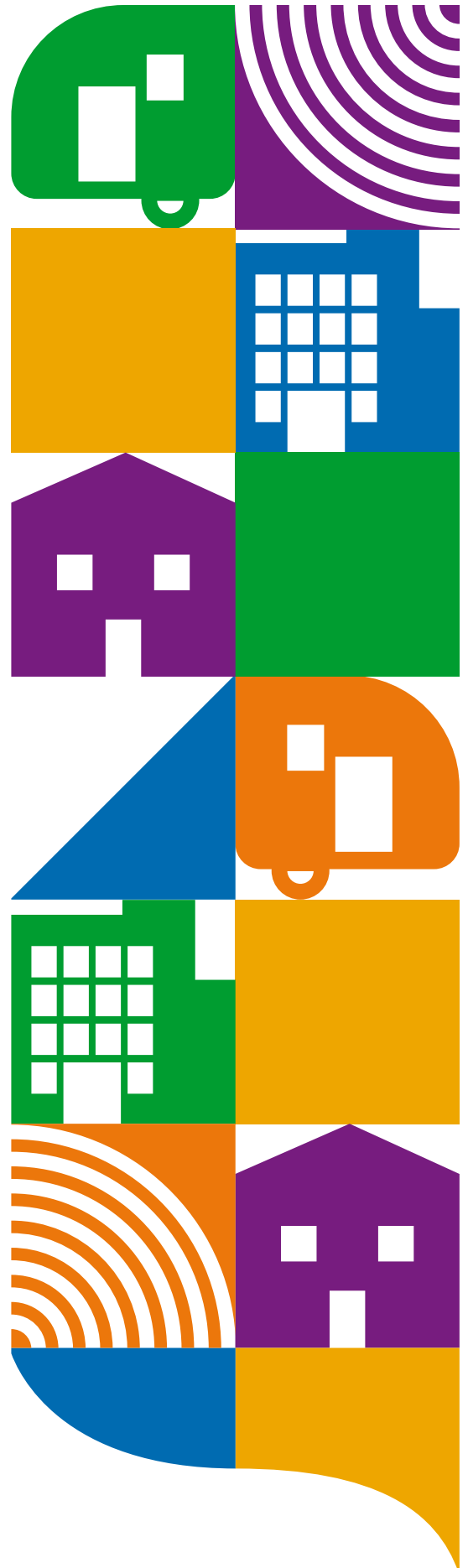
208 McLeod St, Cairns 4870

Townsville

Tenancy 1, 181 Sturt St, Townsville 4810

Mt Isa

Suite 28, 119 Camooweal Street, Mount Isa 4825



For more information visit our website at www.tenantsqld.org.au

For tenancy advice call 1300 744 263