



Tenants Queensland

2023-2024

# ANNUAL REPORT

## Our Vision

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

## Our Values

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

## Our 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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Tenants Queensland acknowledges the Traditional Custodians of the lands on which we work across Queensland. We pay our respects to the people, the cultures and the Elders past, present and emerging.



## Chair Report

**It is with pleasure that I report on TQ's governance growth and maturation over the year.**

We are well-positioned following the completion of our long-term, broad-based governance review, which was finalised this year. This review, along with our transition to a company limited by guarantee in 2021, resulted in a comprehensive overhaul of our constitution, governance policies, forms, and processes. These improvements will provide increased confidence for our many stakeholders.

As part of our continued focus on refining our internal operations, we developed a three-year IT strategy aimed at ensuring we remain current and aligned with both our operational needs and strategic goals. This roadmap will guide our growth and progress over the medium term, with a particular emphasis on enhancing our cyber security measures.

I sincerely thank our pro bono partner, MinterEllison, who provided expert support through these projects. It would be impossible for TQ to achieve these continuous improvements without their much-valued assistance.

This year, we also received the QSTARS evaluation report, which highlighted very positive outcomes for our clients and strong support for the program. The recommendations provided have guided TQ in implementing some relatively minor operational improvements, which are now close to completion.

A particularly welcome development was the timing of the report's release, which resulted in our funders offering a five-year contract, instead of the previously anticipated two-year term. This provides us with greater security, enabling us to plan for the long term and better support our dedicated teams and clients. We are grateful for the on-going support from the Department of Housing in this regard.

Indeed, I thank all of our funders which also include the State and Commonwealth Attorney-General's Departments, the Financial Counselling Foundation and the Office for Women

I thank our other long term pro bono supporters Herbert Smith Freehills and Clayton Utz for their consistent and reliable assistance, without which we would achieve less.

I am deeply appreciative of our dedicated staff, the heart of our organisation, for their unwavering hard work and commitment. Our members and supporters also play a vital role in our success, and I thank them for their ongoing contributions.

Finally, my gratitude goes to my fellow board members for their continued support. It is your dedication that has driven our growth and success over the past year. Thank you.

  
Damian Eckersley

# CEO Report

**Amongst high demand, a continued tight market and changes to our tenancy laws, our wonderful team at TQ have again delivered exceptional services for tens of thousands of Queensland renters. The year has required a multifaceted focus from us.**

Through advocacy, we championed renters' voices during the Government's second-stage law reform process, securing significant legislative improvements in May 2024. While some major objectives are yet to be achieved, these reforms will improve the experience for Queensland renters.

With legislative change comes the need to update our products. We updated our community education materials for renters and adapted the tools used to train our team. Despite facing sustained demand for our services, we successfully managed these important updates.

We improved the working environment through an upgrade to our contact centre – the first point of contact for our clients - and after many months of preparation and procurement, went live with a new system in early July 2024.

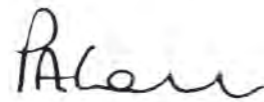
Given the challenges experienced by renters and our team's exposure to them, we continued our focus on team wellbeing through our internal programs.

In our ongoing effort to innovate, we started to explore the use of chatbots and other AI tools to support our work with select client groups.

The work our organisation can achieve, is ever so much more for the support of our pro bono partners. We continue to receive incredible benefit from our relationships with Minter Ellison, Herbert Smith Freehills and Clayton Utz. A special thanks goes to Rob Reed, Famin Ahmed, Matt Cameron, Bec Tennenbaum and George Kontoleon.

Amongst a tight market with so many renters facing large, unaffordable rent increases and concerned about their risk of homelessness, our inspiring team have managed to upskill themselves as our tenancy laws changed. My gratitude extends to the entire TQ team — those on the front lines and in support roles - your passion, dedication and hard work are the foundation of our success. Thank you for everything you do.

To our Leadership Team, thank you for your collaboration and for the shared journey we are on together. I also thank the Board for their continuing support.



**Penny Carr**



# Strategic Goals



## Goal 1

### QUALITY SERVICE DELIVERY

We deliver expert services in a targeted and professional way to meet the diverse needs of our clients



## Goal 2

### ENGAGED & CAPABLE PEOPLE

Our people are engaged and empowered to deliver quality work and contribute to social change



## Goal 3

### OPERATIONAL EXCELLENCE

We continuously improve our systems, processes and technologies to increase our effectiveness and efficiency



## Goal 4

### SUCCESSFUL INFLUENCE & TRUSTED EXPERT

We leverage our credible and high-profile peak body reputation to successfully influence stakeholders, impact law reform, and build partnerships



## Goal 5

### ROBUST FINANCIAL & RESOURCE MANAGEMENT

We prudently manage resources to maximise our capacity, grow our reach and achieve reliable and diversified income

# The Board

## Governance

TQ is governed by a Board with support from the Finance and Risk and People and Culture Committees. The year saw pro bono partners, MinterEllison Lawyers, reviewing and providing updated policies and procedures to improve TQ's governance arrangements. These documents have been updated across the TQ's internal and SharePoint platforms. The Board also engaged Minter Ellison Lawyers to provide support and guidance regarding a Deed of Access, Indemnity and Insurance for the Directors. This has involved Directors attending a workshop that was facilitated by Minter Ellison, which also highlighted current governance trend issues for the not for profit sector.

## The Board

Damian Eckersley chaired the board throughout the reporting period. During this year the Board welcomed the re-election of Sally Watson and new Directors David Melloy and James Schmidli. Sally became a Special Skills Director and James was farewelled during the reporting period.

## 2023/24 Directors

Damian Eckersley	Chair & Company Secretary
Seleneah More	Director
David Melloy	Director
Sally Watson	Director (Special Skills)
Pat Morgan	Director (Special Skills)
Penny Gillespie	Director (resigned July 2023)
Sinead Canning	Director (resigned August 2023)
James Schmidli	Director (resigned April 2024)

## 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 More has served on the Tenants Queensland (TQ) Board since 2018. A proud Torres Strait Islander, she holds a Bachelor of Social Science from Queensland University of Technology and a Graduate Diploma in Urban and Regional Planning from the University of Queensland. With over 20 years in community development and more than a decade in urban planning, Seleneah is committed to harnessing local expertise to drive positive change. Her extensive experience includes directorships in local not-for-profit organisations, reflecting her dedication to social justice and sustainable community improvement.

## David Melloy (Director)

David joined the Tenants Queensland Ltd Board in August 2023 and holds Bachelor of Arts (Photography) and Graduate Diploma of Communication. David is a growth and engagement specialist with experience driving cultural change to transform not-for-profits into attractive and contemporary results-focused enterprises. David has led significant projects across peak bodies, charities, commercial business and local government in Queensland and the UK. David has held a number of Director and Non-Executive Director positions in the Brisbane community sector. David was previously employed as Communications Worker with Tenants Queensland.

## Sally Watson (Special Skills Director)

Sally joined the TQ Board in 2021. Sally was previously a member of the TQ Steering Committee between 2016 – 2019. She also worked as Coordinator of the Tenants Union Queensland 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 is also an ordinary board member of Youth Empowered Towards Independence (YETI) a large youth service in Cairns. 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 and was recently appointed to the board of the Residential Tenancies Authority. 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.

**Penny Gillespie (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.

**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.

**James Schmidli (Director)**

James joined the TQ Board in December 2023 and resigned in April 2024. James has over a decade of executive leadership experience and brings a wealth of expertise in financial management, governance and strategic decision-making. James is committed to positive change, which is evident in roles navigating complex stakeholder dynamics and implementing successful organisational change. James is currently Treasurer for the Queensland Military Historical Society Inc, Treasurer for Liberty Community Connect and Board Member for Diamond Hill Estates and Schmidli Pty Ltd.

**2023 – 2024 Board meeting attendance**

Date	Damian Eckersley	Seleneah More	Sally Watson	Penny Gillespie	Pat Morgan	Sinead Canning	David Melloy	James Schmidli
Aug 2023 (T)	✓	✓	✓	r	✓	r	App	-
Oct (T)	✓	✓	a	-	✓	-	✓	-
Nov (T)	✓	✓	✓	-	✓	-	a	App @ Dec AGM
Feb 2024 (T)	✓	✓	✓	-	✓	-	✓	✓
Apr (T)	✓	✓	a	-	✓	-	✓	r
Jun (T)	✓	✓	a	-	✓	-	a	-
	6/6	6/6	3/6	0/0	6/6	0/0	3/6	1/2

App = appointed; a = apologies; l = on leave; T = Microsoft Teams Meeting; r = resigned



L-R: Ruth Turnbull (Communications Worker), Tetiana Tetarynova (Service Delivery Manager), Penny Carr (CEO), Howard Lee (Business Manager), Lana Gishkaryan (Executive Officer & Company Secretary). Absent: Julie Bartlett (Principal Solicitor)

**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 (Chair from February 2024), Sally Watson (Chair until February 2024) and John Livesey. John joined the Committee as a Special Skills Director in October 2023 and has a wealth of financial experience in the non-profit sector. The Committee met on five occasions during the reporting period.

**Finance & Risk Committee 2023/2024**

Date	Pat Morgan*	Sally Watson	John Livesey
Aug 23	✓	✓	-
Oct 23	✓	✓	app
Feb 24	✓	✓	✓
Apr 24	✓	✓	✓
Jun 24	✓	✓	✓

\*External Expert Member; App - appointed

**John Livesey (Independent Expert, Finance and Risk Committee)**

John joined the TQ Finance and Risk Committee in October 2023. John is an experienced finance professional with strategic focus specialising in non-profit organisations. He is an accounting professional with an MBA focused in Entrepreneurial Management. John is Director of Finance (CFO) and Business Operations Manager at Wesley Mission Queensland and Board Member with Volunteering Queensland.

**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 Seleneah More and David Melloy. Sinead Canning resigned during the 2023-24 financial year.

**People & Culture Committee 2023/2024**

Date	Pat Morgan*	Sally Watson	John Livesey
Aug 23	✓	r	✓
Nov 23	✓	-	✓
Mar 24	✓	-	✓
May 24	✓	-	✓

## Goal 1

# QUALITY SERVICE DELIVERY

We deliver expert services in a targeted and professional way to meet the diverse needs of our clients.

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.

TQ directs increased resources to those who experience vulnerabilities including those from culturally and linguistically diverse backgrounds, including newly arrived migrants and refugees, renters in rural and remote locations of all ages, people with a disability, Indigenous Australians, women and children affected by domestic and family violence, and people with low levels of literacy and those experiencing homelessness.



## Queensland Statewide Tenant Advice and Referral Service (QSTARS)

The QSTARS program aims to ensure that:

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. Between two thirds and a half of clients have their enquires satisfied by the Hub. The Hub service then refers those requiring additional support – e.g. face to face engagement, assistance for complex tenancy issues, the need to peruse documents etc., to the client's local office.

A TQ office coordinates the work across each of the four QSTARS regions, with service delivery being supported in three out of four of our regions by our QSTARS Partner organisations - Community Plus, Enhance Care, Ipswich Regional Advocacy Service (IRASI), The Advocacy and Support Centre (TASC), Hervey Bay Neighbourhood Centre (HBNC) and Mackay Regional Community Legal Centre (MRCLC).

**QSTARS Office expansion:**

Following this year's withdrawal of the Suncoast Community Legal Service from the QSTARS group, in January 2024, TQ assumed the responsibility to provide advice and advocacy to tenants in the Sunshine Coast region. A new Sunshine Coast office was established in Maroochydore, which is walking distance to public transport and other community and government support services.

### Key Achievements

#### Increased Outreach and Support:

Through the collaborative efforts of TQ and our partners, TQ has significantly expanded our outreach, providing vital resources and support to a greater number of tenants.

#### Enhanced Collaboration:

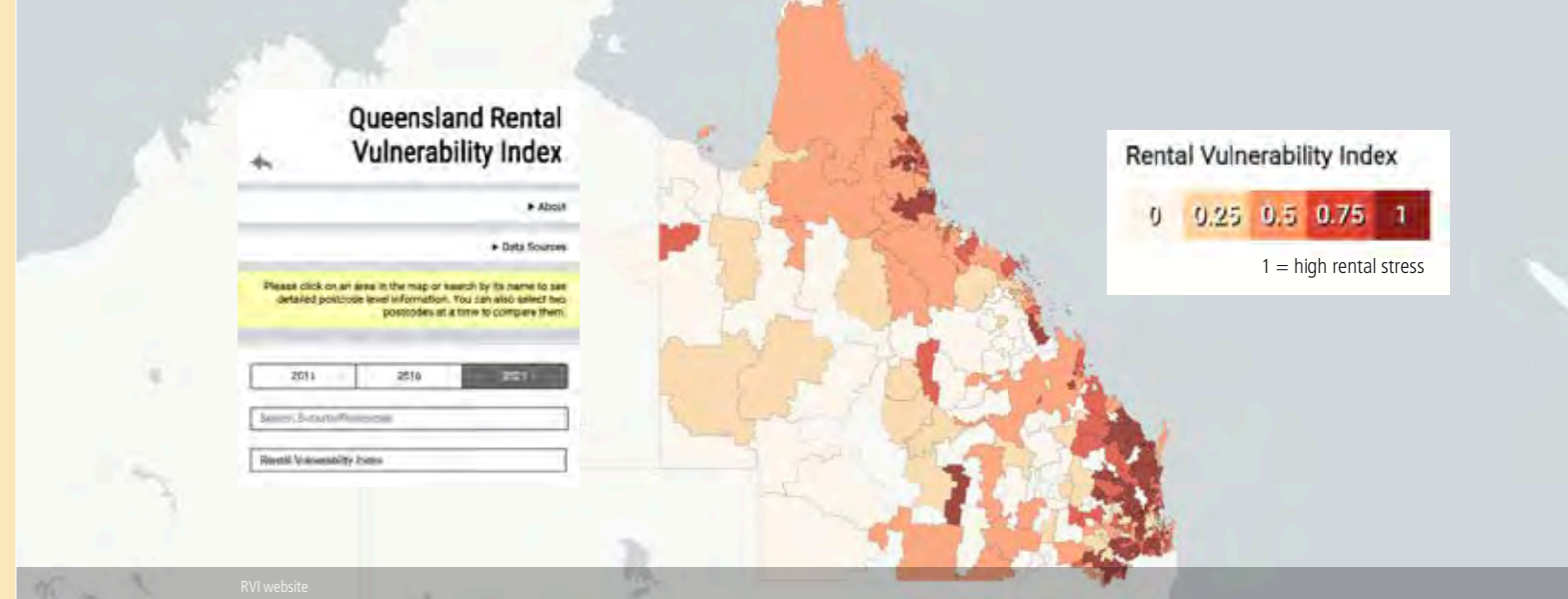
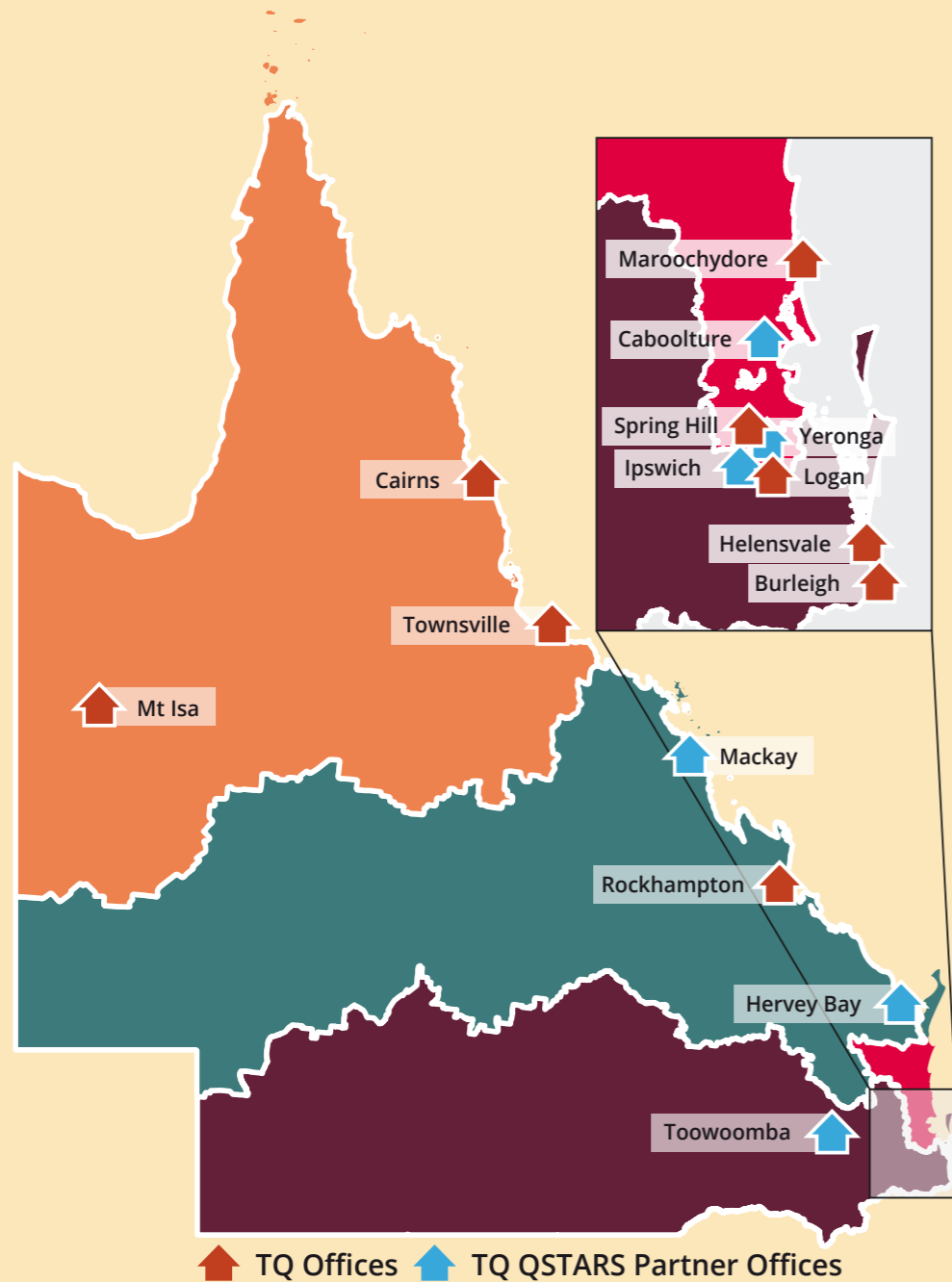
The high output levels achieved by TQ's contracted partners underscore the strength of our collaborative relationships, which have been pivotal in amplifying our impact and ensuring comprehensive tenant support.

#### Improved Referral Systems:

Over the past year, TQ refined its referral systems, resulting in a more efficient process for connecting tenants with necessary services.

#### Expanded tenancy tools:

TQ is collaborating with its long-term pro bono partner Minter Ellison and Josef, a Legal AI tool, to develop chatbots and automate frequently used standard letter templates.



## Community Education

TQ's Community Education workers are located in each of our QSTARS regions. The team develops and promotes tenancy education for renters across Queensland, through the delivery of workshops, presentations and participation in community events.

Key community education events for our Brisbane North team conducted over the year included:

- Delivering community education sessions to over 300 Adult Migrant English Program students in Brisbane at Inala TAFE;
- Regularly participating in the Nambour Caravan Park BBQ Roadshow to engage with caravan park tenants;
- Engaging with First Nations communities through attendance at NAIDOC events in Brisbane and Gympie;
- Regular attendance at Brisbane Murri Court and providing information about QSTARS to First Nations services across the region; and
- Attended over 150 community events across three local government areas, engaging with over 2,600 individuals.

Our teams in the regions travel vast areas to ensure both renters and service providers throughout the state are aware of and can access our services. This included:

- Central Queensland journeyed to Longreach, Winton, Barcardine and Aramac, visiting 159 sites, covering over 15,000 km and engaging with more than 500 individuals;

- In North Queensland we went south to Ayr, west to Karumba and north to Cooktown, travelling over 10,000 kilometres and engaging with over 2,400 individuals; and
- The work of our community education workers has been exceptionally important this year as we promoted the many positive changes in tenancy laws resulting from our advocacy work.

### Launch of the Rental Vulnerability Index – their iteration

With the release of the third iteration of our Rental Vulnerability Index tool (RVI), we invited stakeholders to the online launch. This event featured guest speakers Dr Chris Martin and Dr Laurence Troy from City Futures Research Centre, UNSW as well as TQ personnel.

'Rental vulnerability' is the vulnerability of persons to problems that may make their rental housing unaffordable, insecure, or inappropriate, and which therefore indicates a need for tenant advisory services. The online heatmap allows you to find out the rental vulnerability for all Queensland postcodes. It is often used by our team to target information about our services and about renting rights to vulnerable renting households.

This third iteration of the RVI allows us to see trends in rental vulnerability.

The innovative tool conceived by TQ and developed by City Futures Research Centre for us will now be developed into a national product with the success of an Australian Research Council grant. TQ will participate in this, along with our sister organisations across the nation.

**61,017**

Hours of tenant advisory services

**38,535**

Clients assisted across all QSTARS services

**31,492**

Tenants provided with Tenancy Advice

**5,570**

Tenants reached through Community Education activity

**1,472**

Training hours delivered under the Learning & Development arm of TQ





Celebrating International Tenants' Day

### Championing Tenants on International Tenants' Day

International Tenants Day (ITD) is celebrated on the first Monday of October every year. ITD began in 1986 as a special day to recognise tenants and raise awareness of the tenants issues across the world. It is even more poignant today with rapidly rising rents, a shortage of affordable rental properties and many renters at risk of homelessness. ITD is an important day to acknowledge and celebrate, serving as a reminder to organisations and individuals from

all walks of life that TQ is there to help support renters and champion our vision of a society where renting is a secure and respected housing tenure.

Across TQ offices, ITD is celebrated in a range of ways such as a barbecue or morning tea, or a live music event. Often ITD includes partnering with other community organisations that support and advocate for renters, vulnerable tenants and those at risk of homelessness. Tenancy advice, information and help is also available on the day.

### Increasing TQ reach through Community Access Points

At TQ we continually focus on increasing and improving our reach to renters throughout the state. We do this by developing relationships with other community groups and establishing Community Access Points (CAPS) in these services. CAPs are supported by TQ and set up to provide varying levels of tenancy services to clients in regional, rural and remote locations outside of TQ office locations.

In addition to over 920 CAPS located throughout Queensland, we have set up new CAPS in regional and remote locations. These include Emerald, Blackwater and the Aboriginal community of Woorabinda.

### QSTARS Case study

#### TQ successfully advocates for older tenants impacted by the end of the NRAS Program

A Rockhampton tenant visited our Central Queensland office notifying TQ of expected large rent increases for those living in local units rented through the National Rental Affordability Scheme (NRAS) as the scheme came to an end. Altogether, twenty-six tenants between the ages of 67 and 95 years old, most residing there for about 10 years, had assumed they could remain there indefinitely. The end of the NRAS meant rents would no longer be subsidised and increase, from \$204 to \$350 per week. With the tenants living on fixed incomes, this was unaffordable for them and the situation caused significant distress.

TQ worked with many of the tenants in the block to understand their situation. Through comprehensive engagement, the tenants were provided with updates, summaries of their rights and responsibilities, and opportunities to voice their concerns and have their questions answered.

TQ met with other stakeholders, including the Department of Housing and managing real estate agents, to explore options

and solutions. TQ also met with the Minister for Housing.

Following months of advocacy and intense negotiations, TQ's support and the work of the tenants eventually resulted in a positive outcome for them. The Department of Housing took on a head lease for the units, negotiating a reduced rent and allowing the tenants to remain in place with their rent remaining at an affordable rate.

Tenants were reassured by their new status as Department of Housing clients, which provided them with a sense of stability and security.

This case study illustrates the critical role of advocacy, timely tenancy advice and effective client engagement in maintaining the tenancies of vulnerable households.

The successful resolution underscores the importance of proactive support and appropriate intervention to safeguard housing stability for vulnerable households.

**150,000+**

Annual users on the TQ website

**71,000+**

Annual users on the QSTARS website

**5,900+**

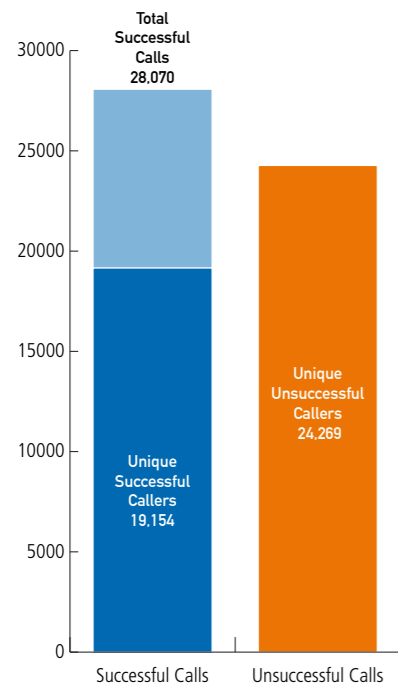
Annual users on the Make Renting Fair in Queensland website



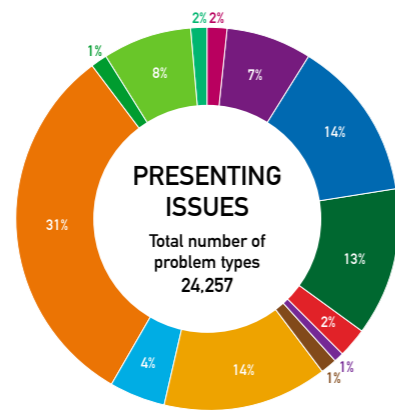
## Our services in a glance

We provided services to a total of 21,261 clients, through 63,000 sessions of client support.

Our Hub team delivered over 25,000 contacts with clients.

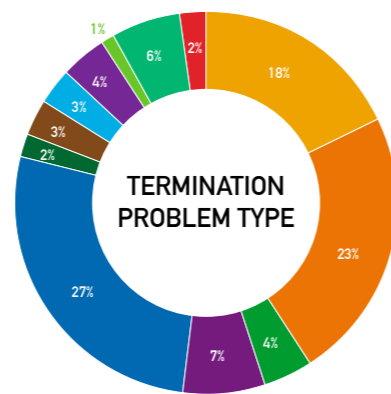


At the HUB the following were the presenting problem types:



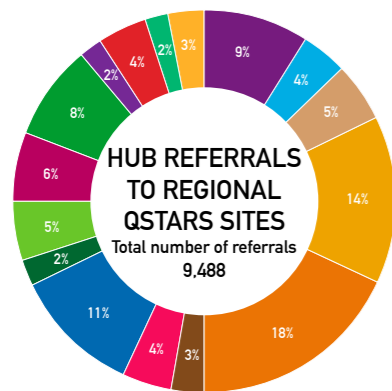
- Coverage
- Tenancy Agreement, special terms, pets
- Rental Bonds, refunds, payments, claims
- Rent, increases, receipts, payments, arrears
- Service Charges, Water, electricity, gardening
- Social Housing Policy, Procedures and Appeals
- Share Accommodation
- Repairs/Maintenance
- Entry/privacy
- Termination
- Tenancy databases
- QCAT/Court
- Other

The termination problem type can be broken down as follows:



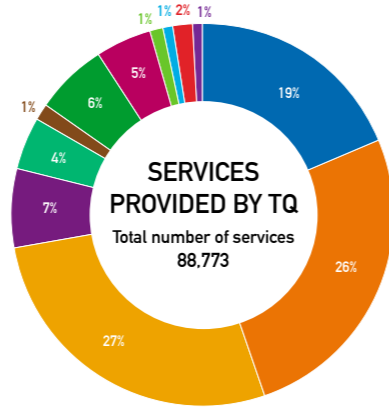
- End of lease
- Break lease
- Excessive hardship
- Termination without grounds
- Terminating with grounds
- Transfer, subletting, death of sole tenant
- Mutual Agreement
- Retaliatory eviction
- Warrant of Possession
- Abandonment
- Domestic & Family Violence
- Sale of Property

Hub clients referred to regional offices for additional support:



- IRASI
- MackayCLC
- HBNC
- Enhance
- CommPlus
- SCCLS
- TASC
- TQ BNC
- TQ Burleigh
- TQ Cairns
- TQ Helensvale
- TQ Logan
- TQ Palm Beach
- TQ Rockhampton
- TQ Sunshine Coast
- TQ Townsville

Across the system the following service types were provided:

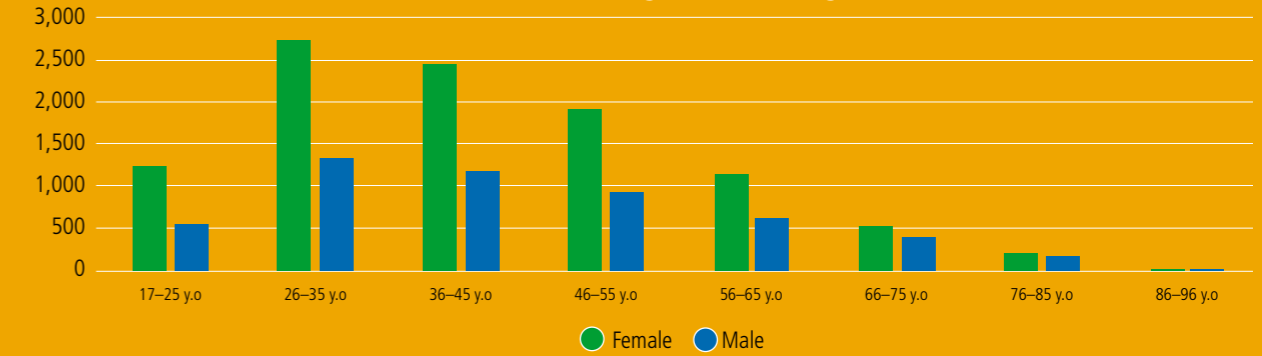


- Info and / or Referral only
- Info related to current advice work
- Advice on resolving issues
- Assistance to identify strengths & resources to solve issues
- Supporting client to communicate with REA / Lessor
- Assisted client to complete forms themselves
- Developed plan to resolve issues and build capacity for self advocacy
- Advice to the client to prepare for formal or informal dispute resolution process, inc QCAT
- Arranged / attended meeting with or phoned REA / Lessor for client
- Direct worker involvement completing forms
- Direct worker involvement to prepare for formal or informal dispute resolution process, inc QCAT
- Worker coordinated local service providers to address client issues

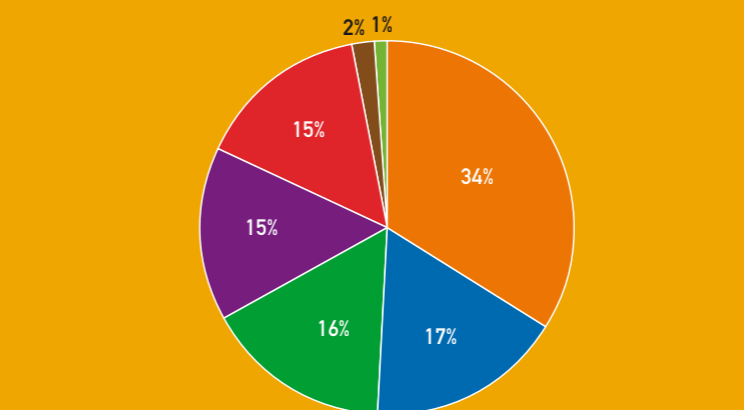
## Client Demographics

Callers were made up of the following household types.

### Client gender and age

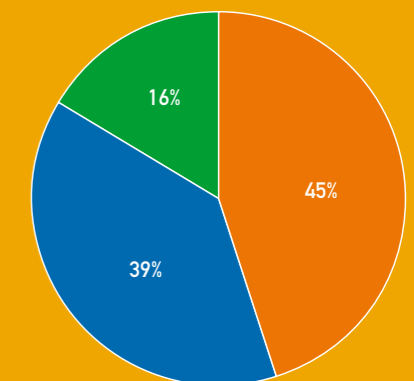


### Client by family type



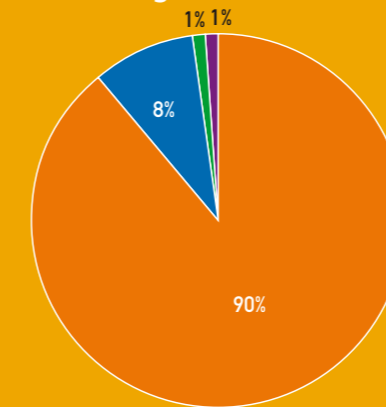
- Single (Person living alone)
- Other family household (e.g. brother & sister, parent's w independent children)
- Couple with dependent(s)
- Couple no children
- Sole parent with dependent(s)
- Group share (unrelated adults)
- Not Stated

### Income Scale



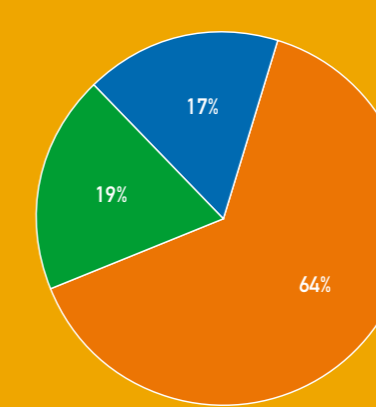
- \$0 - \$36,000
- \$36,000 - \$64,000
- \$65,000+

### Indigenous Status



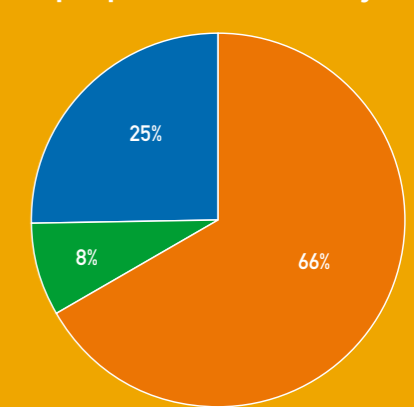
- No
- Aboriginal
- Torres Strait Islander
- Aboriginal and Torres Strait Islander

### Risk of Homelessness



- No
- Yes
- Not Provided

### Households which include people with a disability



- Yes
- No
- Not Provided

3% of households required support for renting issues related to domestic and family violence.

## Community Legal Services Program

The Legal Services Team provides casework in relation to complex tenancy law matters, often representing clients who face 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.

This year the Legal Services Team assisted clients in a variety of issues including Human Rights complaints to the Queensland Human Rights Commission and complex prisoner matters. With the housing crisis, numbers of prisoner tenancy matters increased over the year given the need for secure housing as a condition of release. Clients experiencing Domestic and Family Violence remained a steady cohort in need of assistance, along with vulnerable clients with disabilities. The Legal Services Team noted an increase in clients who are homeless due to the housing shortage.

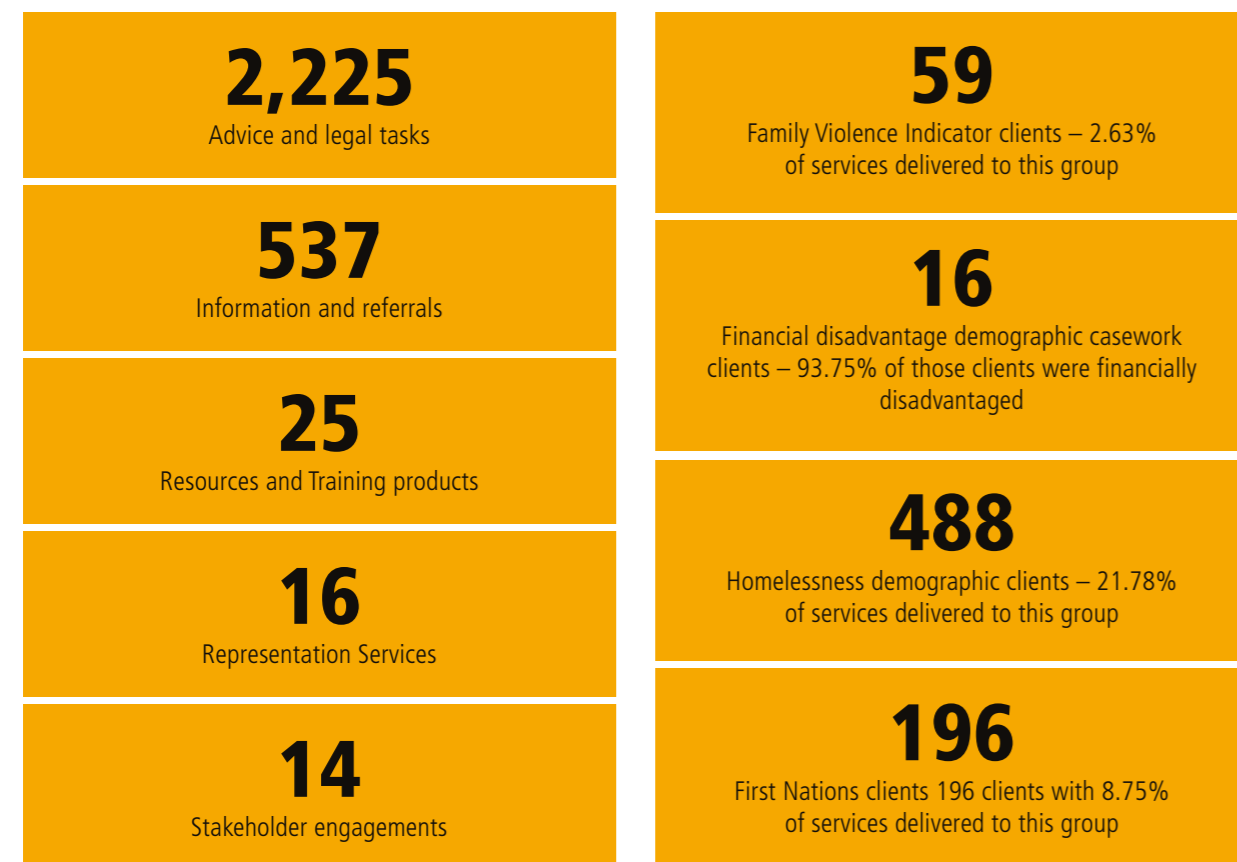
This year TQ also continued our work providing advice and casework services to renters affected by the February 2022

flood and rain event. The 'flood' team includes two additional solicitors funded to June 2026 by the Community Legal Services Program. This team will also be available to support renters impacted by any future natural disaster. Funding for this additional legal assistance was provided by the Commonwealth Attorney-General's Department.

### Legal support and quality assurance

The Legal Service Team provides specialist legal support for all TQ services. It supports the accuracy and consistency of advice provided by QSTARS tenancy advice workers; community legal education products and publications; and TQ training materials. Intensive additional work was required throughout the year to provide information products for both workers and tenants, due to the changes which commenced on 6 June 2024. The changes included provisions on rent bidding, attaching the 12-month limitation to rent increases to premises instead of the tenancy and introduction of regulatory heads of power for fixtures and structural changes, rental sector Code of Conduct and a Portable Bond Scheme

### The work of the Legal Services Team included:



## Tenancy Law Clinic

The Legal Services Team supports 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 three or four students each semester. Under TQ supervision, students learn the practical application of social justice principles and tenancy

law with a diverse range of clients. Giving advice and working with tenants creates an opportunity for students to develop important skills needed for legal practice, including interviewing and advising clients, and preparing legal documents.

### Client Compliment

*I wanted to take a moment to express my gratitude for all the support and guidance you've provided during my break lease situation. Your thoroughness, knowledge, and strategic approach have made what could have been a stressful experience much more manageable. I truly appreciate how you took the time to understand my specific circumstances and led me through each step with such confidence and clarity.*

*I highly recommend you for your exceptional service, and I'd be more than happy if you wish to share this email with your supervisor. You've been an absolute professional and a fantastic advocate, and I couldn't be more pleased with the outcome.*

Gold Coast

## Legal Services Team Case Studies

### Flood Impacts Jenny's home

Flood affected young single mother, Jenny\*, assisted to end her tenancy without penalty.

TQ's Commonwealth Flood Funded Project provided legal advice to Jenny regarding her flood impacted rental premises in Brisbane.

After the downstairs of the Jenny's premises was water damaged during February 2022's flood, Jenny found mould growth on the lino flooring. When Jenny notified the lessor about the damage, the lessor informed Jenny that repairs to the floor were her responsibility as the tenant. Jenny then removed the lino and replaced the floor at her own cost. However, the moisture in the floor remained and Jenny's only remedy was to use puppy training pads to soak up the moisture. The lessor continued to assert the damage to the floor was Jenny's responsibility. In time, and when Jenny's baby began to crawl, Jenny was concerned for her baby's health and sought advice from TQ on her rights to terminate the tenancy.

Jenny received legal advice from TQ about who has responsibility to repair the property after a flood event, termination of the tenancy, claiming her bond and a claim for compensation. Jenny was advised about how to end the tenancy through a mutual termination agreement, which she undertook successfully without any financial penalty to her.

Jenny then sought further assistance from TQ when the lessor disputed her bond claim and was assisted to advocate for a full return of the bond where she again was successful.

TQ also advised and assisted Jenny to claim back the money she outlaid to replace the floor and purchase puppy mats. Shortly after the lessor made an offer of \$1,800 to settle the matter which Jenny happily accepted.

Overall, Jenny was very satisfied with the result and appreciative of the role the Flood Recovery Program played in achieving these outcomes for her and her baby.

### Tina's Housing Secured

Tina's\* housing secured following a short period of incarceration.



Hub Worker in the studio at Radio 4EB, community radio recording messages in Mandarin.

Tina was a social housing tenant, incarcerated for over eight months. Tina had been served with a notice to leave because she fell outside the Department of Housing's (DoH) Fair Absence from Your Home policy of five months. The DoH indicated that because she remained incarcerated, they would not extend her length of absence unless released from prison soon. Tina had placed her children in the care of relatives and risked losing her children if she lost her housing. Tina was also required to have appropriate housing before Queensland Corrections would release her from prison. Tina faced additional charges and needed to have these addressed before she could obtain a release date from prison.

TQ assisted Tina with a Human Rights complaint requesting the DoH take Tina and her children's human rights into consideration and extend her absence by a further 6 weeks (as she had obtained a release date by this time). Tina had also experienced multiple occurrences of Domestic Violence, and is a First Nations person who wanted to be reunited with her children. The DoH decided to progress to termination of tenancy by applying to QCAT for a Warrant of Possession.

As the matter progressed, the DoH decided not to proceed with the termination and Tina was able to resume her tenancy. Without the assistance of a specialist tenancy lawyer Tina would have lost her housing.

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

## Domestic and Family Violence (DFV) Sector Capacity Building Project 2023-24

The Legal Services Team also delivers the Domestic and Family Violence Sector Capacity Building Project (DFV Project). The Department of Justice and Attorney General has been funding this specialised project since 2017.

The DFV Project aims to build the capacity of workers (who support people experiencing domestic and family violence) to deal with tenancy issues by providing training on tenancy related DFV issues; resources; and a Helpdesk service to assist workers from a range of services across the state with advice so that they can support their clients.

### Training and networking

During 2023-24, the DFV Project provided both online and face to face training sessions with workers from a range of services including DFV specialist services; women's shelters; community legal centres; Aboriginal and Torres Strait Islander Health services; youth, housing and homelessness support services; hospital social workers; youth and family services; and multicultural services.

Attending network events such as Understanding Pathways to Safety forum held during DFV Prevention month in May is also a good place to link with workers.

	Online	Face-to-face	Total
Training sessions delivered	14	17	<b>31</b>
Number of training participants	291	193	<b>484</b>
Network and community events	6	19	<b>25</b>
Participants in network and community events	798	28	<b>826</b>

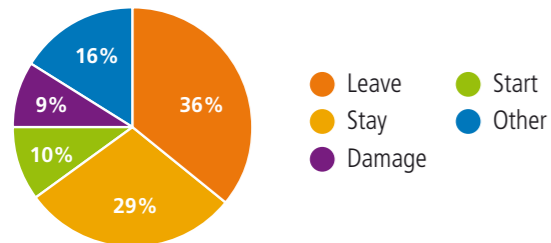


North Queensland Community Education Worker & Advice Worker with Domestic Family Violence DFV Sector Capacity Building Project Worker who led training in May 2024 during Domestic Violence Prevention Month.

## Helpdesk

This year the DFV Project provided community workers with advice on 139 separate matters with a high volume of requests for advice in January 2024. Helpdesk provides positive outcomes for both tenants and workers.

### DFV Helpdesk Matters



## Resources

This year the DFV Project recorded its online training sessions about tenancy issues and turned these into webinars as a way to provide introductory training for new workers and as a refresher for existing workers supporting clients experiencing domestic and family violence. On the first day of the webinars being released, 25 people registered to access these webinars.

### Investing in Queensland Women Grant

TQ was successful in applying for a grant from the Office for Women that has allowed the DFV Project to reach multicultural communities with information about renting and DFV. The Project worked with Radio 4EB and recorded short radio messages in seven languages. These messages were played during Mandarin, Arabic, Hindi, Spanish, Swahili, Cantonese and other programs.

This project was launched during the 16 Days of Activism Against Gender-Based Violence from 25 November to 10 December 2023.

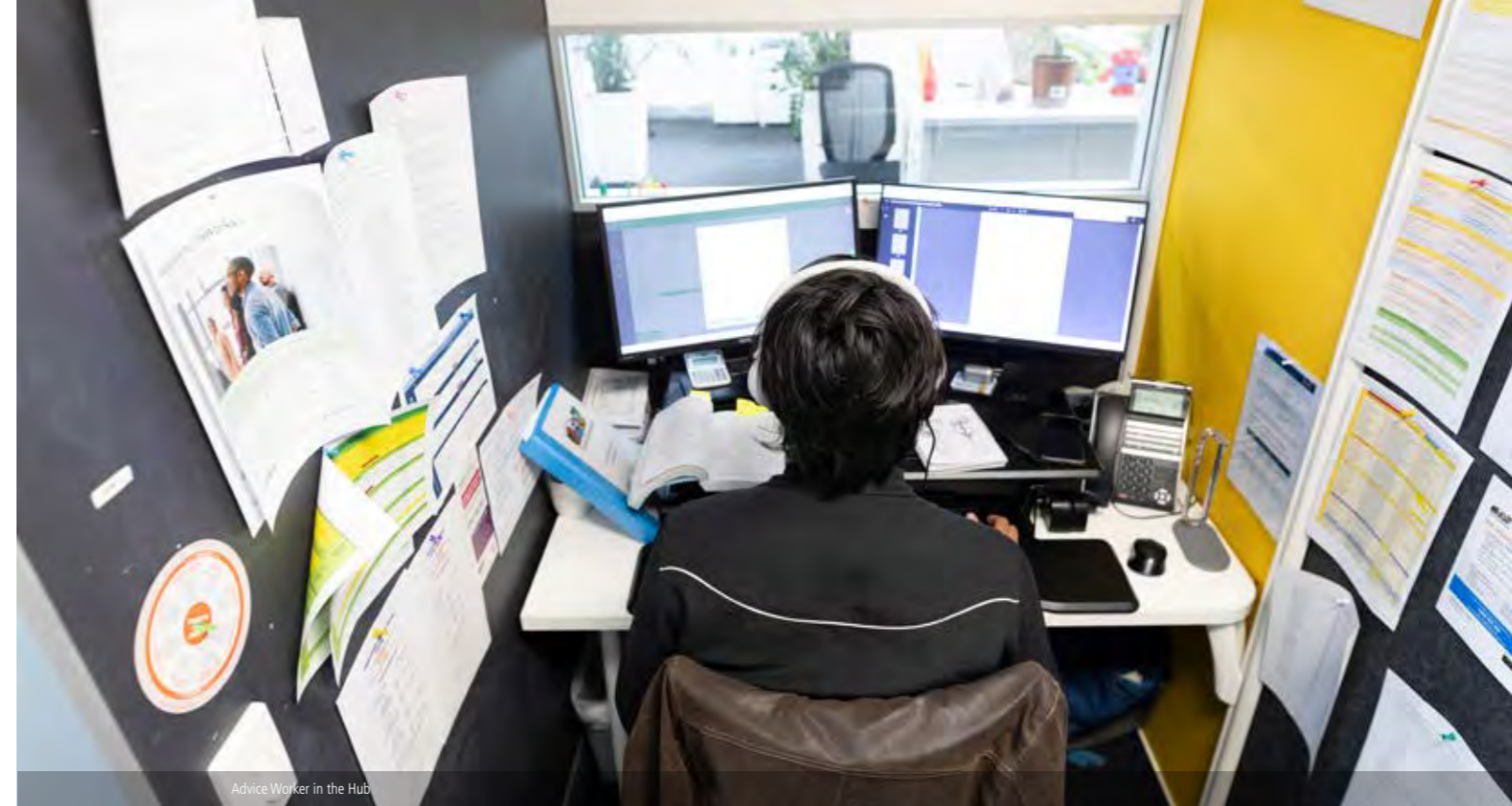
### DFV Sector Capacity Building Project Case study

A regional DFV support worker contacted Helpdesk about Sally\*, a client she was supporting. The worker did not have much knowledge of tenancy law. Sally was moving out, however there was damage caused by her ex-partner and the managing agent claimed it was caused by Sally's son, requiring Sally to fix the damage before she moved. The repairs were costly but Sally was mostly concerned that she would find it difficult to get another property to rent in a small town.

The Helpdesk provided the worker with information about Sally's rights and a sample letter to send to the agent, which she passed on to Sally. Sally completed her details and provided a police report regarding the DFV incident, which included details of the damage caused by Sally's ex-partner. Sally also applied for a refund of her rental bond.

### Feedback provided to TQ from the worker was positive:

'The advice and paperwork you provided was fantastic. My client said she wasn't aware she could claim her bond, which was so helpful. The agent said they will be following up with the person who caused the damage to pay for repairs. My client said it was the best outcome she could have asked for and she was over the moon. We are both very thankful for your support.'



Advice Worker in the Hub

## Financial Counselling

TQ's Financial Counselling Service is funded by the Financial Counselling Foundation. In early 2024 the service was extended to allow TQ to employ a second part time financial counsellor. This assists TQ to manage client demand when one worker is on leave.

This service assists Queensland private renters with issues relating to debt, budgeting, information relating to bankruptcy and debt collection, as well as advocacy and support. Services are delivered face to face and by telephone to tenants across Queensland.

The service has sought to develop effective working relationships with internal and external organisations. These efforts include attending the Brisbane Murri Court weekly, Homeless Connect events, Men's Shed Yarning Circle, QShelter Service Integration meetings, Royal Brisbane Hospital and other meetings with the DFV community sector.

This year saw an increase in the number of clients presenting with ATO debts and DFV debt related issues.

### Financial Counselling Case Study

Jasmine\*, a 30-year-old single mother with two children contacted TQ in severe rental stress. Her rent had increased substantially and she was being pursued for other debts resulting from a previous abusive relationship that included significant financial abuse.

Jasmine was renting alone as a single parent with her children and was dependent on Centrelink Parenting payment as her sole source of income. With minimal family and other support networks to draw on, Jasmine sought assistance from our financial counselling service.

With Jasmine's permission, TQ spoke with a DFV support worker who assisted in writing a support letter to provide to her multiple creditors, requesting they engage her in their hardship programs. This allowed her to negotiate repayment plans and/or debt waivers. TQ was then successful in negotiating debt waivers for all outstanding accounts.

Jasmine is now debt free and better able to manage her rent and other bills. All default listings on her credit file had been removed, reducing the ongoing impact of her past abusive relationship.

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



TQ's Domestic and Family Violence Sector Capacity Building Project delivered training on domestic family violence and tenancy law to Social Work Students at Suncoast Community Legal Service in August 2023

## Goal 2

# ENGAGED & CAPABLE PEOPLE

Our people are engaged and empowered to deliver quality work and contribute to social change.



Tenants Queensland Team Members



TQ/OSTARS team delivers services in Western Queensland

### A cohesive, connected staff body

TQ is continuously improving staff communication. This year we changed our internal newsletter into an internal electronic direct email. This shorter and more frequent option aims to keep the team current and up to date on TQ news. We also introduced regular Townhall meetings to gather the whole team together to discuss what is happening in and around TQ. We continue to review our internal communication to meet the needs of our diverse teams located across the state.

### Industrial relations

After negotiations between TQ management, union delegates and staff, the new three-year Enterprise Agreement was agreed and approved by the Fair Work Commission in June 2024. The Agreement recognises the efforts of the TQ team in delivering services and ensures our ongoing sustainability to continue our mission into the future.

### TQ's Learning and Development (L&D)

Over the past year, TQ's L&D worker facilitated a huge number of sessions across a broad range of staff groups.

### Health and well-being

During the rental crisis, many Queensland households face grave concerns for their rental affordability and stability. The stresses experienced by renters reflect on our frontline teams who do their best to support our clients within the limits of tenancy laws that allow without ground notices to leave and unlimited rent increases. The constant concern about a future eviction leaves many renters fearful and anxious.

To mitigate the impact on our team, TQ continued to focus on well-being by providing access to an employee assistance

program, access to additional professional supervision and other well-being professional development opportunities.

Training on how to respond to threats of harm and suicide prevention was rolled out during the year. In addition, as this year ends, we are about to deliver Trauma Informed Practice training to our team statewide.

### Tenancy law changes

During the 2023-2024 reporting period, TQ's ensured its workers were abreast of the significant tenancy law changes arising from the review of the Residential Tenancies and Rooming Accommodation Act 2008. This work will continue into next year with additional changes taking place soon.

### Induction and training of new staff

TQ has continued to review and improve its induction program for new starters, including providing some repeat or refresher training on topics delivered early on in tenure.

### Case conferencing

Regular case conferences continued to be held with TQ's regional and partner organisation teams to provide opportunities for shared learning and connection. Feedback from these sessions were positive, with a range of topics nominated for exploration in the discussions.

### Internal opportunities

TQ continues to support professional growth opportunities by transferring team members into different roles or projects when available and enabling acting designations during periods of long leave.

936

Total number of individual training sessions delivered

350

Total number of training participants

1,472

Total hours spent delivering training through out the year

## Goal 3

# OPERATIONAL EXCELLENCE

We continuously improve our systems, processes and technologies to increase our effectiveness and efficiency



### Updated Contact Centre

With the QSTARS Hub and Spoke model, the first point of contact for the vast majority of our clients is through our 1300 number call centre. We spent much of this year procuring and programming new contact centre technology to ensure our infrastructure remains efficient.

Implementation of the contact centre was a major achievement made possible by our HUB team and various internal stakeholders who have stewarded the change while maintaining our current systems.

This project highlights TQ's commitment to delivering high-quality service and embracing modern solutions.

### Client Data Analysis Project

This year TQ partnered with the University of New South Wales City Futures Research Centre to build TQ's data analysis capability. By combining our own aggregated data with external datasets, we expect to better understand the impact of our interventions with various client groups.

This work will support our ability to use data for decision making and ultimately improve our client services.

The project will come to completion halfway into next financial year. We expect there will be an iterative impact where we improve the system periodically.

### Chatbots

Over the year, we have continued to develop our ability to deliver information through chatbots. This work is slow but will result in the automation of some of the commonly used letters for clients.

### Client Compliment

*I would like to say how much I appreciated the empathy and understanding given to me over the last few weeks. I have been dealing with a lot of administration work around my brothers' estate on top of his death and issues with the landlord. Please accept my humblest gratitude for listening hearing and helping me and my son with our landlord issues.*

Central Queensland

### Client Compliment

*Thank you has many meanings so I wanted to write my version of what it means to me.*

*Thank you for believing in me*

*Thank you for believing in my story and offering to help me*

*Thank you for listening when I needed to speak.*

*Thank you for guiding me with the right actions when I was out of line.*

*Thank you for treating me as a human being and not a client*

*Thank you most of all for fighting for my rights as a tenant against the Real Estate company and the owner or whoever he is, and the world of lies and deceit that occurred continually.*

*The greatest gift I received from all of this is, I met and worked with a very special considerate, thoughtful and caring human being who*

*Fought for and believed in me.*

*From my Heart there are no words that I can express except Thank You for being you.*

*My gift out of this is I can once again believe that occasionally the truth sometimes wins. (And I didn't have to go down the mafia road)*

*God showers me with many miracles and I count you as one.*

*Thank you so much for everything and most of all for the kindness and consideration towards me in our time together.*

Cairns

## Goal 4

# SUCCESSFUL INFLUENCE & TRUSTED EXPERT

We leverage our credible and high-profile peak body reputation to successfully influence stakeholders, impact law reform, and build partnerships.



## Advocacy

### Make Renting Fair in Queensland (MRFQ)

TQ continues to exert its influence through the MRFQ alliance of organisations to improve tenancy laws in Queensland. The Alliance has been active in continuing its advocacy following the government's long-awaited stage two rental reforms, which commenced in April 2023.

Additionally, in August 2023, A Better Deal for Renters was announced by National Cabinet and supported by all states and territories. The changes, which included significant improvements, were welcomed but required action by each jurisdiction to implement.

The Queensland Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Bill 2024 (the Bill), which incorporated some of the Better Deal for Renters issues as well as additional matters, passed into law by Queensland parliament on the 23rd of May 2024. The changes heralded significant improvements for Queensland renters, though notably also with some vital gaps. Changes which came into effect in June 2024 include:

- Applying the rent increase frequency limit of once per year to the property rather than each tenancy; and
- Banning all forms of rent bidding (preventing agents/ lessors accepting more than the advertised rental price).

Changes, which will take effect in September 2024 include:

- Limiting re-letting costs based on the time remaining on a fixed-term lease;

- Requiring property owners or their agents to pass on utility bills promptly and disclose financial benefits they receive from any rent payment methods they offer;
- Giving renters a fee-free option to pay rent;
- Choice about how to apply for a rental property;
- Capping all rental bonds to no more than four weeks' rent; and
- Requiring that claims against tenants' rental bonds be substantiated.

Changes to commence May 2025 include:

- Protecting renters' privacy by requiring 48 hours' notice for entries other than general inspections, safety checks and in emergencies; and
- Developing a prescribed form for rental applications and requiring that personal information be stored and destroyed securely.

Still in development for regulations, but empowered by the new laws are:

- A Rental Sector Code of Conduct; and
- A framework for parties to agree on installing modifications necessary for safety, security or accessibility in rental properties.





These are significant changes for which, after many years of hard work TQ, our MRFQ partners and supporters can all be very proud. The process of law reform that commenced in late 2018 and was interrupted by COVID-19, has finally resulted in the first of two rounds of improvements in September 2022.

With the recent second round of changes, nearly all of the MRFQ asks were addressed in some way. However, there are fundamental matters which have been left out and these issues will remain squarely on our law reform agenda as we progress toward the state election in October this year (and beyond):

- Limiting the annual amount that rents can be increased;
- Removing the 'end of a fixed term' as a reason to end a tenancy; and
- Including energy efficiency minimum standards.

During this long journey, TQ made several submission and presented at various parliamentary inquiries, including:

- This year's Housing, Big Build and Manufacturing Committee Broadcasts (HBBMC) Public Hearing in August 2023;
- A written submission in support of the government's proposal to "Ensure the annual Rent Increase Frequency Limit is Effective";
- Wrote in support of "The Nation Nine Principles for Strengthening Renters Right" alongside the National Association of Renters Organisations in August 2023; and
- Wrote in support of the National Shelter Statement on the Worsening Rental Crisis in Australia".



Tenant Stories Supporters Get involved! Quick Stats

## IT'S TIME TO MAKE RENTING FAIR

### Some new laws introduced – more to do!

- Limit annual rent increases • End no-cause evictions • Energy efficiency minimum standards

Over the past three years, Queensland has made many changes to tenancy laws, but there is more work needed to make renting more stable and affordable.

Renters should not be unfairly forced out of their homes. Currently 'end of a fixed term' is a valid reason for ending a tenancy. This is eviction with 'no grounds' and is unfair and so we are pushing to have the laws fixed. NSW has announced their intent to end these 'no grounds' evictions, for

Make Renting Fair Qld has released a report on Qlders' views on rental cost increases.



### Supporter Signup

First Name  
First name

Last Name  
Last name

Email address:  
Your email address

Postcode  
Your postcode

Comment  
Why do you want to ma

Email me  
 Please send me updates by email  
 Do not send me updates by email

Sign up

Privacy policy

# MAKE RENTING FAIR IN QUEENSLAND



## Make Renting Fair QLD

2.6K likes • 3K followers

Sign Up Liked Message

Make Renting Fair QLD Facebook Page

### Community Support and Services Committee

TQ provided a written submission to the Supported Accommodation Inquiry in February 2024. The Committee's task was to inquire into and report on the provision and regulation of supported accommodation or residential services, as defined under the Residential Services (Accreditation) Act 2002 and other shared living arrangements.

Residents in supported accommodation are particularly vulnerable and are at risk of institutionalisation. A significant number have complex support needs including disability, intellectual disability or mental illness, with limited or no family or community support.

### Flood Insurance Enquiry

In April, TQ provided an oral submission at the Beenleigh hearings of the Federal House of Representatives Standing Committee on Economics. This enquiry into insurers' responses to 2022 Major Floods Claims presented various issues that affected Queensland renters. The Committee is to report by 18 October 2024.

### National Regulatory System for Community Housing

In May, TQ presented at the Regulatory Advisory Group (RAG) meeting outlining the systemic issues that impact on the implementation and ongoing effectiveness of the National Regulatory System for Community Housing and related housing regulatory systems on renters.

Members of the RAG are Registrars, policy agency representatives and representatives of community housing peaks.

### Stakeholder Engagement

TQ continues to be a voice for the interests of renters in multiple forums with the Residential Tenancies Authority, the Department of Housing Local Government, Planning and Public Works.

### Media Presence

During the year, TQ was interviewed by over 50 media outlets across print, television and radio - to address a range of topics. These topics included multiple stories of unaffordable rent increases, the impact of floods and cyclones, rental reforms, unclaimed bonds and fatalities in rental properties.

TQ will continue to work with the media to inform the community about the issues for renting households.

5,700

Facebook Followers for Tenants Queensland

3,000

Facebook Followers for Make Renting Fair in Queensland

## Goal 5

# ROBUST FINANCIAL & RESOURCE MANAGEMENT

We prudently manage resources to maximise our capacity, grow our reach and achieve reliable and diversified income.



Advice Worker in the Hub

TQ is committed to achieving and demonstrating the highest standards of financial and resource management practices, reflecting our commitment to sustainability and operational effectiveness. These efforts are crucial for maintaining the confidence of our funders, partners and clients while ensuring that we can continue to deliver high-quality services to tenants across Queensland.

## IT strategy

Over the year, we developed and commenced rolling out a three-year strategy for maintaining the currency of our information technology and communications.

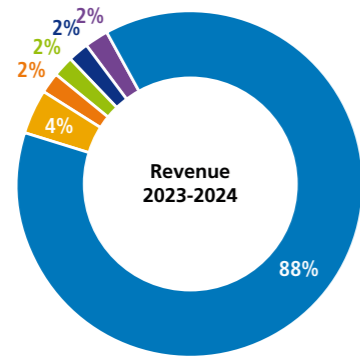
The first projects are focussing on our data governance and cyber security, matters front of mind for many not for profits. Whilst not yet finalised, we conducted a comprehensive cybersecurity review to identify vulnerabilities and implemented measures to strengthen our defences against potential cyber threats.

To that end we have appointed HLB Mann Judd as TQ's external auditors. They will bring a fresh, independent perspective to our financial practices, ensuring that we uphold the highest standards of compliance and accountability.

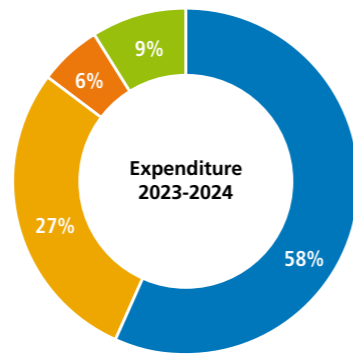
We are exploring solutions to enhance the security and management of our financial and corporate records, ensuring that our data handling practices meet industry best practices.

Continuing investment in our technology and data analytics capabilities will enable us to better understand the data we produce and how we can use this information to effect positive change for all tenants.

# Financial Report

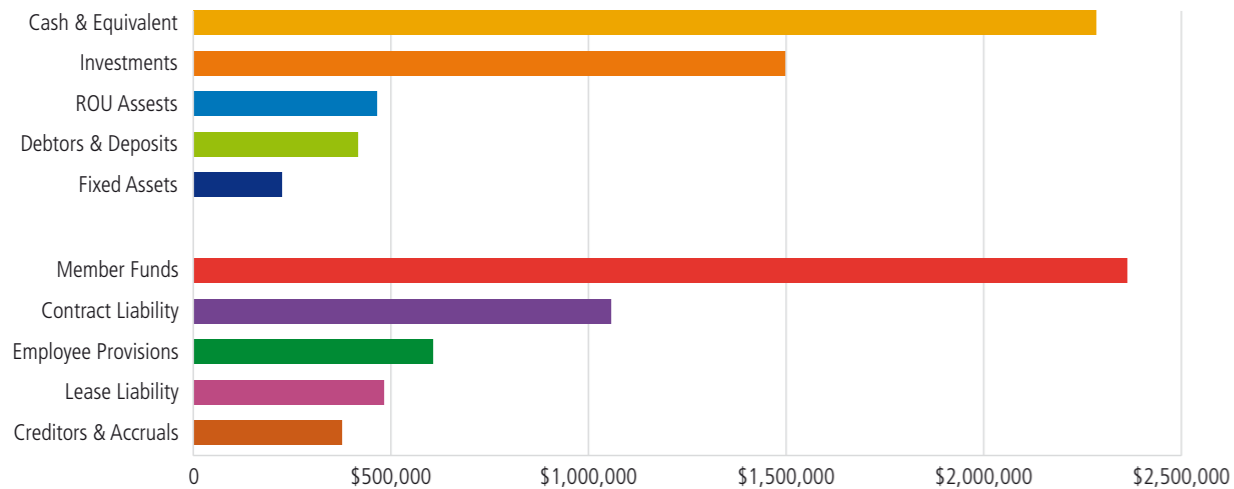


- QSTARS
- CLSP
- DFSV
- Financial Counselling
- Flood Cth
- Other income



- Employee Benefits Expense
- QSTARS Partner Payments
- Depreciation
- Other Operating costs

## Balance Sheet as at 30 June 2024



We are pleased to present the audited financial report for the financial year ending 30 June 2024. Total revenue for Tenants Queensland (TQ) during the 2023-2024 financial year amounted to \$9 million.

We extend our appreciation to our valued funding providers for their continued commitment to our mission of delivering vital tenancy services. Our funders include the Department of Housing, Local Government, Planning and Public Works, the Departments of Justice and Attorney General (both State and Commonwealth) and the Financial Counselling Foundation. We are also pleased to welcome the Queensland Department of Energy and Climate as a new partner in our efforts.

Our funders enable TQ to continue delivering tenant advisory services through several key programs:

- **Queensland Statewide Tenant Advice and Referral Service (QSTARS):** Funded by the Department of Housing and Public Works, this program represents 88% of our funding. TQ operates statewide, maintaining a network of nine offices and collaborating with six partners to deliver this essential service.
- **Community Legal Services Program (CLSP):** Supported by the State and Commonwealth Departments of Justice and Attorney General (DJAG) this program is delivered under Legal Aid Queensland's Legal Assistance Program.

- **Domestic and Family Violence (DFV) sector support program:** DJAG Queensland also continues to fund the Tenancy Law Help Desk, particularly in relation to DFV sector support program.
- **Extreme Weather and Natural Disaster Response:** Funding has been extended by both State and Commonwealth Governments to provide tenancy casework services in response to extreme weather events and natural disasters.
- **Financial Counselling:** TQ provides financial counselling to private renters facing hardship with support from the Financial Counselling Foundation.
- **EmPowering Renters:** Funded by the Department of Energy and Climate and delivered in partnership with Energetic Communities Association Incorporated, this program aims to increase the energy literacy, energy affordability and climate resilience of vulnerable renting households.
- **Clinical Legal Education Program:** In collaboration with the UQ Pro Bono Law Centre, TQ manages a clinic that educates students about tenancy law.

## Expenditure

Staff remuneration and benefits continue to be TQ's primary expenditure, accounting for 58% of total expenses (\$8.8 million). QSTARS Partner expenses represent 27% of total expenditure. The remaining expenditures include operational costs such as office rent, telecommunications, depreciation and IT expenses.



# Acknowledgements

The Board would like to thank members & supporters, our funders, 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 Housing, Local Government, Planning and Public Works for the QSTARS Program
- Queensland Government Department of Justice and Attorney General for the Community Legal Services Program (CLSP)
- Queensland Government Department of Justice and Attorney General for the Domestic and Family Violence (DFV) Sector Capacity Building Project
- Queensland Government Department of Energy and Climate for the EmPowering Renters Project
- The Financial Counselling Foundation Australia for the Financial Counselling Program
- Australian Government Attorney-General's Department for the Flood Recovery Program

## Pro Bono Support

TQ sincerely thanks the companies and skilled staff for the extensive pro bono work undertaken with us. 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 her work reviewing TQ's governance and board processes and documentation and the provision of general governance advice.
- Vanessa Mellis (Partner), Melinda Wilson (Lawyer) and Elizabeth-Erin Valassakis (Associate) for their work reviewing TQ's project funding deed.
- Laila Williamson (Manager), David Gilbert (Consultant) and Thevidu Piyaratne (Consultant) for their work reviewing TQ's technical and digital infrastructure.



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

## CLAYTON UTZ

Clayton Utz has continued to support TQ with commercial leasing and property law matters, often responding at short notice. We sincerely thank Paula Noble (Partner) and George Kontoleon (Senior Associate) for their much appreciated advice.

## Our QSTARS Partners



(to December 2024)



### Client Compliment

*The advice I received from the HUB was excellent. I am grateful for the assistance and I will contact TQ if required in the future.*

Brisbane

### Client Compliment

*I just wanted to thank you for your advice regarding our rental and just say how relieved you made us feel knowing we had your company's support. All went well with the hearing at the Queensland Civil and Administrative Tribunal and we are grateful for your guidance in the matter.*

Sunshine Coast



# 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

#### **Sunshine Coast**

Unit 3b, 13 Carnaby St, Maroochydore 4558

### CENTRAL QUEENSLAND

#### **Rockhampton**

240 Quay St, Rockhampton 4700

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

22 Charles St, Pialba 4655

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

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

### SOUTHERN QUEENSLAND

#### **Helensvale**

2D/9 Sir John Overall Dr, Helensvale 4212

#### **Burleigh**

Unit 6, 109 West Burleigh Rd, Burleigh Waters 4220

#### **Logan**

9/90 Wembley Rd, Logan Central 4114

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

Shop 8, 42 South Station Rd, Booval 4304

#### **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

