



Tenants Queensland

# ANNUAL REPORT

2024-2025

## 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.



This Centre is accredited by



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 and present.

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# Chairperson's Report

**This year has been marked by significant achievements in strengthening Tenants Queensland's (TQ) operational capability and strategic direction.**

We continued to invest in technology and infrastructure, including the successful migration to the Unity4–Optus platform in our HUB contact centre. Improving technology does not completely solve issues of demand, however the upgrade has delivered smarter call routing, real-time analytics, and improved team experience. Next year will see us leverage these improvements to drive additional innovation and further improve both client and team satisfaction.

Our commitment to governance and business risk management remains strong. We advanced our three-year IT strategy with a focus on cybersecurity and data governance. This work will continue into the new year and positions TQ to meet future challenges with confidence.

The Board is especially proud of the progress under our People Action Plan. Our People Plan is about engaging our team, building capability, and supporting wellbeing. By investing in areas such as professional growth and leadership development, we're making sure our people have what they need to deliver high-quality services in an ever-changing environment.

I extend my sincere thanks to our dedicated team, our CEO, members and supporters, and acknowledge the invaluable contributions of our funders and pro bono partners. My gratitude also goes to my fellow board members for their hard work and collaborative approach.

As we look to the future, Tenants Queensland remains steadfast in our vision for a society where renting is a secure and respected housing tenure. Guided by our purpose to advocate for and empower tenants, we will continue to deliver expert services, strengthen our people, and drive operational excellence. Our commitment to integrity, respect, and continuous improvement underpins every action we take, as we work to influence policy, and build trusted partnerships, and ensure robust resource management. Together, these efforts position us to create lasting change and uphold the rights of renters across Queensland.



**Damian Eckersley**  
**Chairperson**

# CEO Report

**This past year has shown the resilience and creativity of TQ team who, amid sustained demand and a challenging rental market, continue to deliver exceptional services to renters across Queensland and meet TQ's goals.**

Through our QSTARS program, we assisted almost 23,000 clients and provided close to 63,000 hours of advisory services. In addition, 87% of our HUB clients are very satisfied and 99% are very satisfied or satisfied with the service provided. These figures reflect some of the scale and impact of our work.

We achieved major operational milestones, including the launch of a new contact centre system. With the support of our frontline team and our leaders, the contact centre cutover was made smooth and effective. Innovation continued with the development of chatbots and AI tools to expand channel diversity and enhance accessibility for renters with less complex needs. The next year will see us remain committed to modernising service delivery and optimising resources.

Our People Action Plan drove capability building and wellbeing initiatives, from targeted training on tenancy law reforms to trauma informed practice and leadership development. These investments ensure our workforce remains skilled, supported, and ready to respond to evolving challenges.

Beyond our advisory services, we expanded programs such as the EmPowering Renters project, helping households better understand energy use and reduce costs. We also strengthened our responses to the natural disasters as they impact on renters, providing vital legal assistance to those impacted by

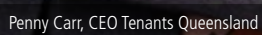
Cyclone Alfred and other extreme weather events. Financial counselling continued to support households under pressure from rising living costs, while our DFV Sector Support Project secured long-term funding to 2030, delivering us the ability to plan our work in the long term.

These achievements were made possible by the dedication of our team and the support of our QSTARS and Empowering Renters Partners, our pro bono supporters and funders, and I thank them sincerely. I also thank the board for their continued support and commitment.

The coming year will see us remain focused on advocacy, innovation, service delivery excellence and supporting our team. These are the ways we will continue to ensure renting is a secure and respected housing tenure.



**Penny Carr**  
**Chief Executive Officer**



## Goal 1

# QUALITY SERVICE DELIVERY



Tenants Queensland (TQ) provides high quality, free, independent tenant advisory services to assist renters to understand their rights and responsibilities; empower them to manage their own tenancy issues; and provide additional support where needed. Tenant advisory services are provided through the Community Services Legal Program (CLSP), the Queensland Statewide Tenancy Advice and Referral Service (QSTARS) and the Domestic and Family Violence (DFV) Sector Support program.

TQ also provide a range of services, such as Financial Counselling, Energy Literacy and Client Support to assist tenants to sustain safe and secure tenancies, and reduce their costs of living.

During 2024 – 2025, our services remained accessible to all Queensland renters, with increased resources directed to those experiencing vulnerability. This includes people from culturally and linguistically diverse backgrounds; First Nations renters; newly arrived migrants and refugees; renters in rural and remote communities; differently abled people; women and children impacted by domestic and family violence; people with low literacy and numeracy; people from the LGBTIQ+ community; and those experiencing or at risk of homelessness.

### 181,000+

Total annual users to TQ website

### 50,000+

Total annual users on QSTARS website

### 6,000+

Number of TQ Facebook Followers

### 100,000+

Sessions of Support

### 62,500+

hours of Advisory Services

### 19,000+

Kilometres travelled by Com Ed

### 22,000+

Clients Assisted





Community Education Session at MFO – Multicultural Families Organisation.

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

QSTARS aims to ensure that:

1. All Queensland renters are aware of their rights, responsibilities and available support services to assist them to resolve tenancy and residency issues; and
2. Queensland renters can exercise their rights to resolve tenancy and residency issues, particularly in relation to security of tenure, safe and appropriate housing, and contractual matters.

TQ's QSTARS program provides services via a central Hub and four regional areas, further divided into sub-regions supported by local TQ offices and our sub-contracted community service partners. The Hub acts as the primary service entry point, providing advice, information and referrals. Between one-half and two-thirds of enquiries are resolved at this point, whilst some clients are referred to a local office for more in-depth support, face-to-face assistance and/or additional advocacy.

To deliver our QSTARS service, TQ works with the following partner organisations: Community Plus+ (Yeronga), Enhance Care (Caboolture); Ipswich Regional Advocacy Service (IRASI); TASC National (Toowoomba); Hervey Bay Neighbourhood Centre (HBNC); and Mackay Regional Community Legal Centre (MRCLC).

This year, QSTARS demonstrated the strength of a well-supported workforce, modernised systems, and a commitment to continuous improvement, delivering Queensland renters continued access to timely, accurate and impactful tenant advisory services. During the year, TQ delivered QSTARS services to over 22,000 Queensland households, which includes the delivery of over 62,500 hours of advisory services and more than 100,000 sessions of support. Whilst a great achievement, demand for our services continues to outstrip resources.

### Quality Service Initiatives

In 2024–2025, TQ initiated a satisfaction and outcomes survey with clients whose needs are met through the HUB advisory services. Launched in October 2024, the TQ Hub Ongoing Survey strengthens our quality framework through real-time client feedback.

Between October 2024 and June 2025, the results were:

- **87.2%** of clients reported being Very Satisfied, with a further 12.2% Satisfied.
- **84.7%** found the advice Extremely Clear and Helpful.
- **86.8%** said their concerns were Completely Addressed.
- **91.4%** were Extremely Likely to recommend the Hub.

These outcomes are a testament to our HUB team and reflect the professionalism, expertise and empathy they deliver to renters every day. Along with individual testimonials, these results highlight the life-changing difference that our timely, clear and respectful advice makes for renters. Surveys for our regional clients are in development to better serve our clients.

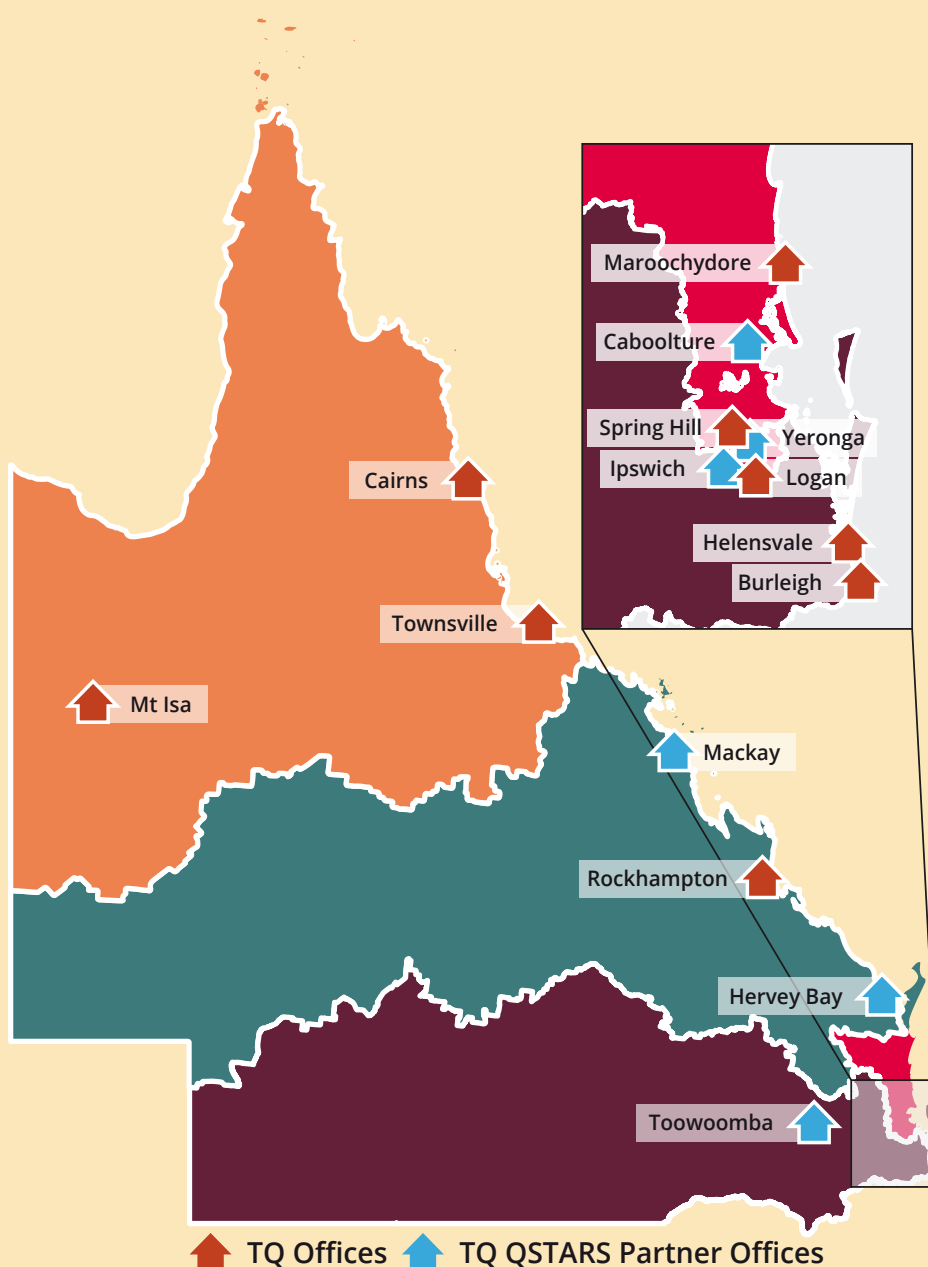
## Technology and Infrastructure Improvements

A major operational milestone for TQ was the migration to the Unity4–Optus platform in our HUB contact centre during 2024. This transition was planned and implemented

with minimal service disruption and has delivered significant benefits, including:

- Smarter call routing;
- Options for integration with other systems;
- Advanced real-time monitoring and analytics; and
- A more intuitive interface for staff, improving efficiency and reducing downtime.

This upgrade has improved service continuity, staff experience and our ability to respond to demand across all operational sites.





# Community Education

Our Community Education Team was awarded the annual Fire Starter Award in December, part of TQ's Team Recognition Program. The Fire Starter Award was designed to celebrate those individuals or teams that have sparked inspiration in their colleagues through their outstanding contribution to TQ's purpose. Our Community Education workers exemplify TQ's values on a daily basis, and make a noteworthy and memorable impact on their clients and colleagues.

## Central Queensland Region

The Central Queensland (CQ) Region spans a vast area from Bowen in the north, Boulia in the west and to Maryborough in the south. The area encompasses 484,980 square kilometres and 14 Local Government Areas, including two Aboriginal Shire Councils: Cherbourg and Woorabinda.

Community Education continued to play a critical role across the region in 2024–2025, driven by high demand from both renters and community organisations. Our CQ Community Education Worker travelled over 1,921 kilometres, delivering:

- 176 face-to-face community education information sessions on tenancy rights and responsibilities; and
- participation in Homeless Connect (May 2025), which saw record engagement at an increase of 70%. CQ produced lanyards featuring QR codes linking to updated tenancy law changes and TQ Fact Sheets for easier and quicker access.

The region maintained a strong commitment to supporting First Nations renters by partnering with local services to provide culturally appropriate engagement.

A notable highlight was the International Tenants' Day screening of *The Castle* at a local cinema. Building on prior outreach to twenty-six older women at risk of eviction, attendees included women over 60 years old facing housing insecurity. The event provided a supportive space, acknowledging their lived experience.

Technology played an increasing role in expanding our reach, enabling virtual delivery through webinars to communities located over 800 km from the Rockhampton office. This hybrid engagement model will be further developed in 2025–2026 to ensure sustained and equitable access across the entire region.

## Brisbane North Coast Region

Spanning four high-density Local Government Areas, the Brisbane North Coast (BNC) Region saw continued growth in Community Education engagement throughout 2024–2025.

To meet increased demand, the BNC Community Education Worker travelled over 6,000 kilometres, delivering:

- 25 QSTARS information presentations to key community organisations;
- 45 information sessions on tenant rights and responsibilities; and
- 31 community event stalls, providing direct access to QSTARS services.

These activities contributed to a significant increase in service demand, particularly from renters with complex housing issues.

BNC placed a strong focus on reaching underserved regional areas such as Gympie and the Cooloola Coast. Repeat visits, community sessions and sector collaborations—including active participation in Gympie's inaugural 'Doing It Tough' event—helped build trust and provide visibility in areas with limited tenancy support.

BNC's commitment to equitable access and proactive engagement will continue to shape its regional strategy in the upcoming financial year.



Community Education Team (Firestarter Award winners) with CEO

## Southern Queensland Region

With Southeast Queensland experiencing ongoing population growth, tenancy-related challenges remain a key concern. In response, QSTARS maintained a robust Community Education presence across the Southern Queensland (SQ) region.

In 2024–2025, the SQ Community Education Worker travelled over 6,500 kilometres, facilitating:

- 52 community education sessions;
- 203 visits to Community Access Points;
- 109 outreach events, stalls, and promotions; and
- 58 sector meetings, supporting collaboration and awareness.

Feedback from QSTARS Partners and renters demonstrates the value of these activities:

“SQ’s community outreach not only supports renters with timely, accurate information, but also strengthens partnerships across the housing and support sectors—

an approach that will continue to guide our efforts into 2025–2026.”

## North Queensland Region

This region covers a vast area including the high-density centres of Cairns and Townsville and stretching west to Mount Isa and the Northern Territory border—North Queensland (NQ) presents both challenges and opportunities for community engagement. In response, QSTARS maintained an active and far-reaching Community Education presence across the region.

In 2024–2025, the NQ Community Education Worker travelled more than 4,500 kilometres to deliver:

55 in-service training sessions for frontline workers, tenants, and stakeholders, reaching 426 participants;

- 50 community education sessions on tenancy rights and responsibilities; and
- 14 stalls at community events and expos, engaging with approximately 900 attendees.



A key focus this year was on expanding reach to rural and remote communities, with multiple trips to Cooktown, Mount Garnet, Mareeba, Cardwell, Tully, Innisfail and other small townships between Cairns and Townsville. Following natural disasters affecting both Cairns and Townsville in early 2025, being in proximity to these communities was instrumental to deliver timely education and support to affected renters.

This year, NQ commenced work on a podcast series in Creole on tenancy rights and responsibilities. This aims to improve accessibility for culturally and linguistically diverse renters, particularly those from Torres Strait Islander backgrounds. The project has been funded from Legal Aid Queensland's Community Legal Education Collaborative Fund. NQ's commitment to culturally safe, locally informed and proactive engagement will remain central to its strategy for 2025–2026 and the project will be completed in the coming year.

In NQ, our long service Community Education Worker, Jenny Brown retired in April. We would like to thank and acknowledge Jenny's contributions to our services for the past seven years.

## Community Access Points

Through our Community Education Workers, TQ continually improves access to the QSTARS program through the establishment of Community Access Points (CAPs). The CAPs program involves developing relationships with community service organisations so that renters can receive information and support to access QSTARS information from organisations in their local area.

Our Community Education team initiates and maintains relationships with CAPs in their region, delivering QSTARS information sessions to their staff, attending events and promoting community education opportunities.

As of 30 June 2025, TQ had established over 800 CAPs throughout Queensland, with an additional 113 CAPs developed in the 2024-2025 financial year. Locations include the Torres Strait Islands, Emerald, Toowoomba and Gympie, ensuring that renters can access our services regardless of their geographical distance from a QSTARS office.



Rockhampton team



### Case Study – Regional Office

#### Background:

Tenants contacted the TQ QSTARS HUB after a dispute arose regarding their attempt to terminate a fixed-term tenancy agreement early. Following the initial advice the clients were referred to a regional office. The tenants had reported mould in the bedroom cupboard, caused by a leak from the adjoining bathroom. Although the real estate agent acknowledged the issue, no remediation occurred.

Frustrated by the lack of response, the tenants issued a Notice to Remedy Breach (NTRB) citing the lessor's failure to comply with prescribed minimum housing standards under the Residential Tenancies and Rooming Accommodation Act 2008 and relevant regulations. When the breach remained unremedied, the tenants issued a Notice of Intention to Leave (NOITL) under section 277(c), relying on the lessor's failure to address the breach.

The real estate agency disputed the validity of the termination and lodged a Form 16 dispute resolution request, treating the matter as a standard lease break and seeking compensation for rent due until the end of the lease.

The tenants were referred to a regional QSTARS office which helped them to effectively understand and engage in the process of resolving the dispute. Following extensive support to prepare for conciliation, the tenants were empowered to put their case. At the conciliation hearing, a bond refund agreement was reached. The real estate agency agreed to withdraw the whole claim except for a small amount that was owed for the last water bill, which the tenants did not dispute.

This case underscores the critical role of the QSTARS program in supporting tenants to assert their rights under minimum housing standards, navigate formal termination processes and resolve disputes without the need for Tribunal involvement. The tenants were satisfied with the result and felt empowered by the process.



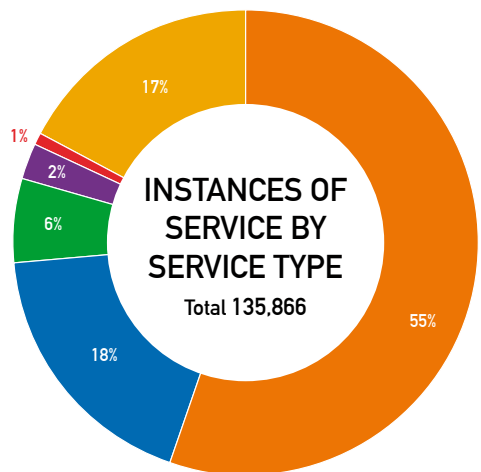
# Our QSTARS Services at a Glance

TQ provided services to a total of 22,838 clients through more than 100,000 sessions of client support and more than 35,000 sessions of L&D and Community Education.

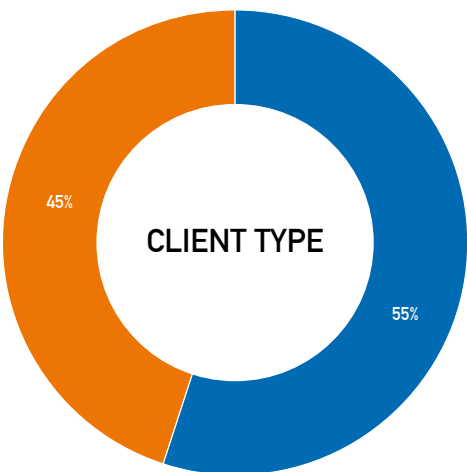
## Our Clients

The diagrams show that most service delivery was concentrated in individual advice/assistance, which reflects our aim to empower renters to manage their own tenancy

issues. Community education was a smaller portion of the overall workload.



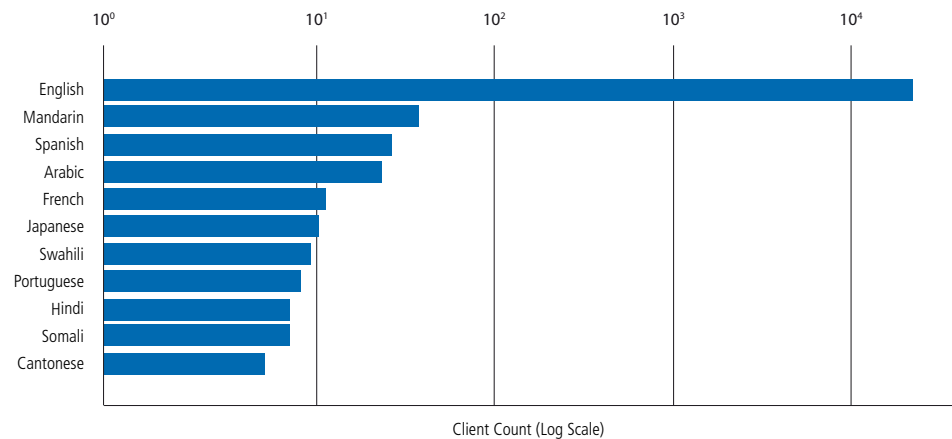
- Phone..... 55%
- Email ..... 18%
- Written ..... 6%
- Face to face ..... 2%
- Outreach..... 1%
- Other..... 17%



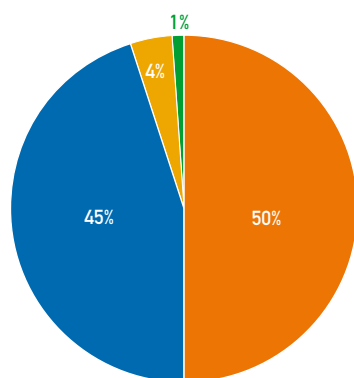
- Unique Clients .....55%
- Repeat Clients.....45%

## Main Home Language – Key Insights

- English is the primary home language for 97.2% of clients (22,204 out of 22,841).
- Over 50 languages are represented, showing linguistic diversity, though in very small numbers.
- The next most common languages are Mandarin (0.16%), Spanish (0.11%), and Arabic (0.10%).
- 1.8% did not record the language

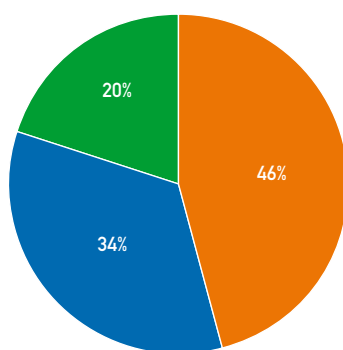


**Income source**



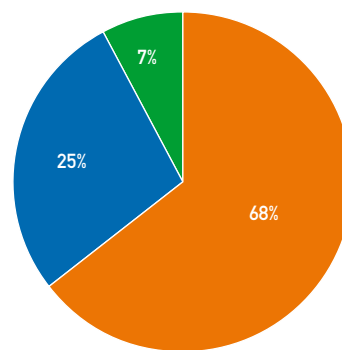
- Employee salary / wages..... 50%
- Government payment / pensions/allowances ..... 45%
- Self employed (Unincorporated business income)..... 4%
- Nil income ..... 1%

**Income scale**



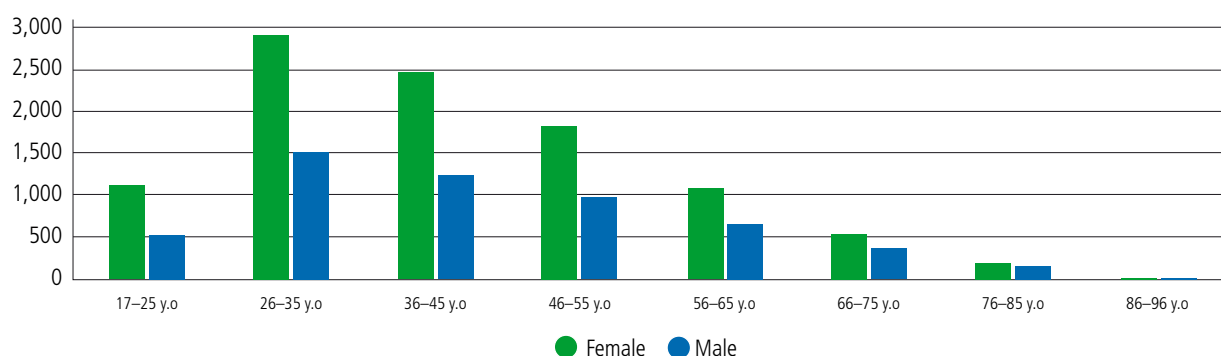
- \$0 - \$36,000 ..... 46%
- \$36,000 - \$64,999 ..... 34%
- \$65,000 and above..... 20%

**Households which include people with a disability**

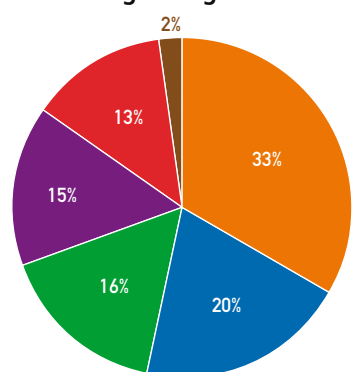


- Yes .....25%
- No .....68%
- Not Provided.....7%

**Client gender and age**

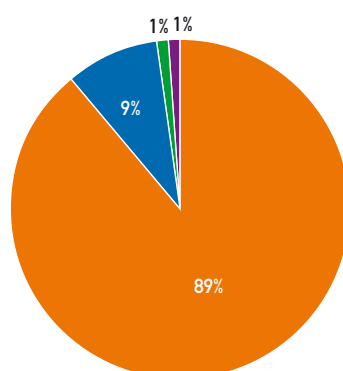


**Client by Family Type/ living arrangement**



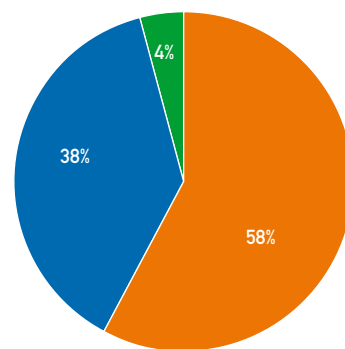
- Single (Person living alone).....33%
- Other family household (e.g. brother & sister, parent's w independent children).....20%
- Couple with dependent(s) ..... 16%
- Couple with No Dependant(s).....15%
- Sole parent with dependent(s) ..... 13%
- Group share (unrelated adults) .....2%

**Indigenous status**



- No .....89%
- Aboriginal .....9%
- Torres Strait Islander.....1%
- Aboriginal and Torres Strait Islander.....1%

**Clients at risk of homelessness**

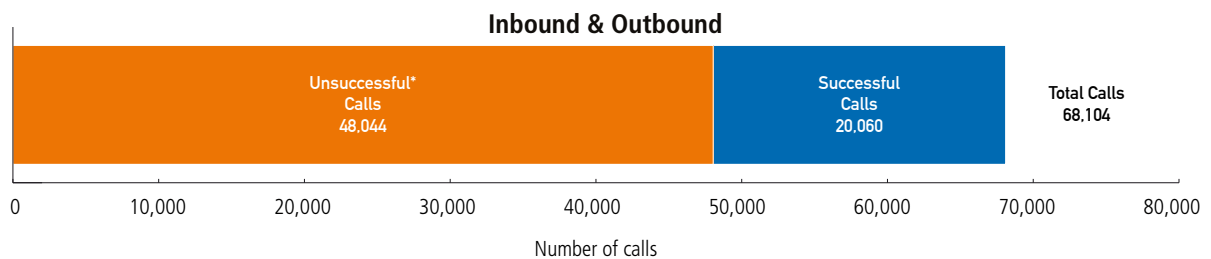
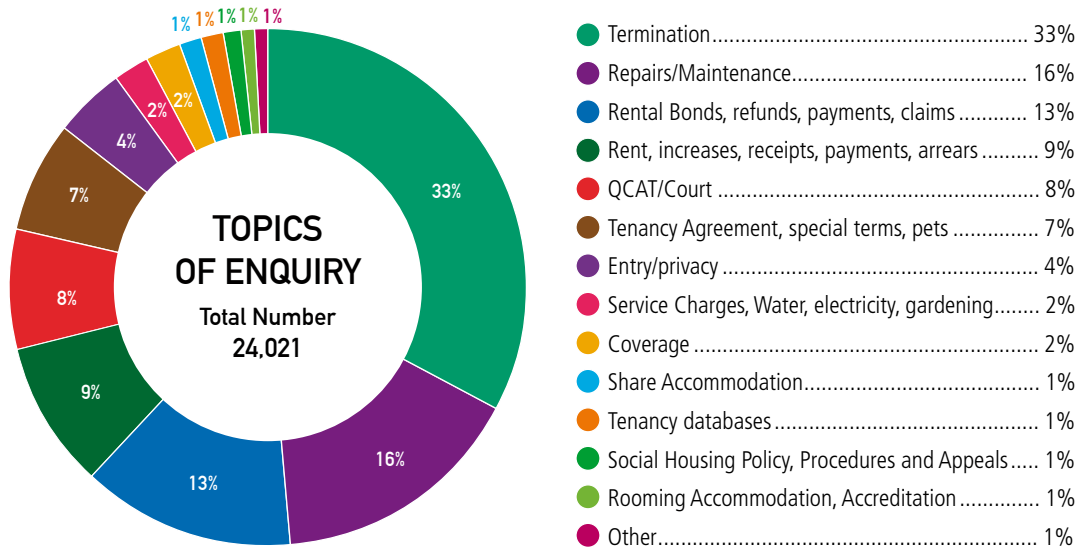


- No .....58%
- Yes .....38%
- Not Provided.....4%



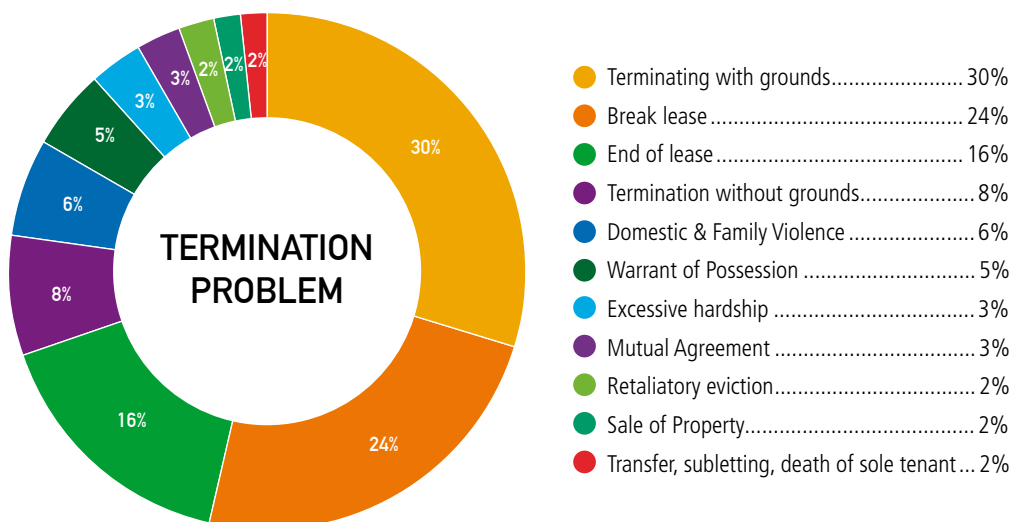
## Our 1300 Advice Service

Through the team working in the HUB, TQ delivered over 20,060 contacts with clients many presenting with multiple topics of enquiry. Despite this great effort by the Hub team, this high demand service sees many renters unable to get through. Some of the phone calls which went unanswered were repeat callers redialling. Following the introduction of a new integrated phone system, TQ will be able to report on how many of these were unique callers and repeat diallers.



Following the introduction of our online client intake form, our HUB team also processed 1900 forms from our website then contacted those requesting advice.

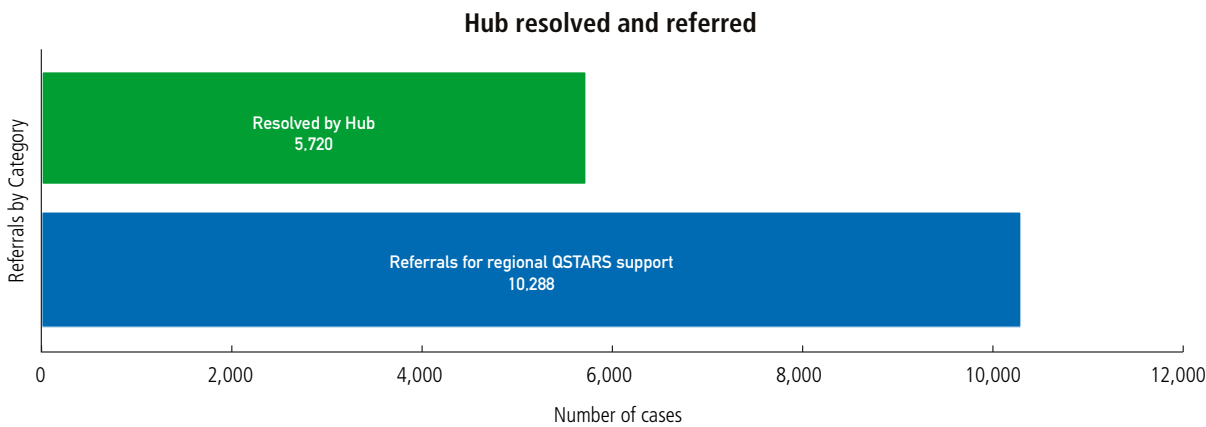
The termination problem type can be broken down as follows:



\*Includes repeat callers.

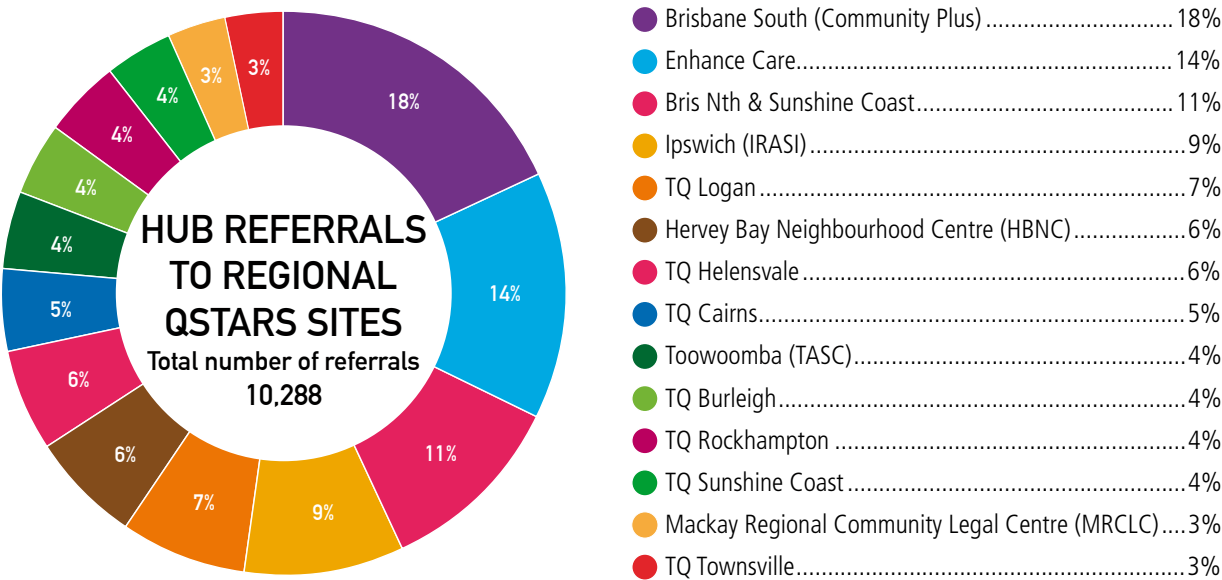
Regional Advice & Casework

In the 2024–2025 financial year, TQ’s HUB made 11,040 client referrals across our regional offices, QSTARS partner organisations and third-party services.



Referrals by Category

- TQ Regional Offices:..... 4,775
- Partner Organisations:..... 5,513
- Total: ..... 10,288



In addition, referrals to third parties:

- Third Parties: ..... 752

# Legal Services Team

The Legal Services Team (LST) includes a number of variously funded services.

## Community Legal Service Program

Our Community Legal Service Program (CLSP) provides casework in complex tenancy law matters, to clients who have matters in the magistrates or Supreme Court, who rent their home but are not covered under Queensland tenancy law. Our CLSP undertakes strategic litigation where outcomes have the potential to advance tenants' rights or clarify the interpretation of tenancy legislation and generally supports the delivery of other services within TQ.

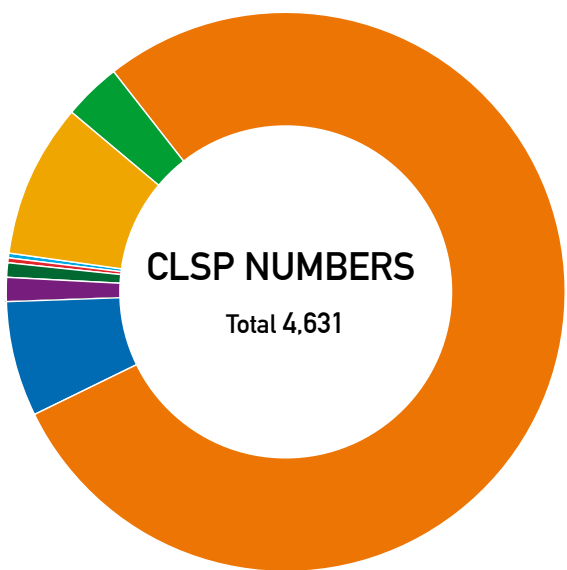
Over the past year, our CLSP has assisted clients across a range of issues, including Human Rights complaints to the Queensland Human Rights Commission and complex tenancy matters involving prisoners. The ongoing housing crisis contributed to an increase in prisoner-related tenancy cases, as secure housing is often a condition of release. Clients affected by domestic and family violence continued to represent a consistent group in need of support, alongside vulnerable clients living with disabilities.

## Legal Support and Quality Assurance

The LST continued to provide legal support to other TQ services, including undertaking legal checks and reviewing training and community education products to ensure they are current and accurate.

In 2024–25, the team undertook intensive additional work to respond to significant amendments to the *Residential Tenancies and Rooming Accommodation Act* (2008), which commenced on 30 September 2024 and 1 May 2025. These reforms introduced new provisions including capping 'break lease' fees and bans on rent bidding, standardised rental application forms and restrictions on the collection of personal information, extended notice periods for property entry (from 24 to 48 hours) and limits on entry frequency. As well as a formalised process for tenants to request fixtures and structural changes, with mandatory response timelines. See Goal 4 for further details.

These changes required the development of updated legal information products for both tenancy workers and renters, including factsheets, training modules and revised template documents.



Information.....	417
Referrals .....	156
Legal Advice.....	3,631
Legal Task .....	303
Closed Cases.....	7
CLE Resources.....	57
CLE Activities .....	41
Stakeholder engagement.....	17
Law reform .....	2

Breakdown further:

Total number of services for individuals.....4,514

Total number of services for the community... 117



## Law Student Clinic

The LST continued to support the Law Student Advice Clinic, delivered in partnership with the University of Queensland (UQ) Pro Bono Centre. Offered as an elective subject, the clinic provides a unique opportunity for law students to engage directly in tenancy law and social justice practice.

Under supervision, students gain hands-on experience advising a diverse range of renters. This includes conducting client interviews, preparing legal documents and applying tenancy legislation in real-world scenarios. The clinic fosters the

development of essential legal practice skills while deepening students' understanding of the challenges faced by renters such as housing insecurity and disadvantage.

Through this collaboration, TQ contributes to the professional growth of future lawyers and reinforces its commitment to community legal education and access to justice.



Tenancy Law Students

## CLSP Case Studies

**The tenants**, both in their early twenties and living in a regional town, had been renting an older property that developed a roof leak, leading to mould growth. Despite repeated repair requests over six months, the owner failed to act. As their lease neared expiry, the tenants were offered a renewal with increased rent. They agreed to the increase, conditional on the repairs being completed. Hours later, the real estate agent withdrew the offer. Concerned about the legality of the revocation and the limited rental options in their area, the tenants feared homelessness.

TQ advised that the agent's actions could amount to retaliatory termination, as the refusal to renew appeared to punish the tenants for asserting their rights and TQ assisted the tenants to make a QCAT application to challenge the refusal.

QCAT ruled in the tenants' favour, setting aside the agent's withdrawal. However, the agent then issued a notice to leave instead of offering a new agreement. TQ responded with correspondence demanding compliance with the QCAT order. When the agent maintained their position, TQ supported the tenants in applying to QCAT to renew the decision and seek further clarification.

While awaiting the outcome, the agent offered a new tenancy agreement. The tenants were relieved and grateful for TQ's support, feeling empowered by the resolution and continuing to receive advice on necessary property repairs.

.....

**A tenant** living in a community housing property contacted TQ after receiving a Notice to Leave for serious breach due to an alleged illegal activity. She had lived on the property for 13 years after escaping domestic and family violence and was at risk of homelessness along with her six children, all of whom receive NDIS support. Losing her home would have placed significant stress on the family. After the housing provider refused to withdraw the notice, the tenant requested an extension to find alternative housing. Despite her efforts, the housing crisis, financial barriers, and lack of rental references made securing a new home impossible. When she remained in the property past the extended deadline, the provider applied to QCAT for a termination order, citing past breach notices, police callouts and neighbour complaints. The tenant reported ongoing harassment from neighbours, which she believed was discriminatory based on her heritage and disability, and had previously raised these concerns with the provider without resolution.

TQ assisted the tenant in challenging the termination application, liaising with the housing provider and submitting a human rights letter requesting withdrawal of the notice or a further extension. A stakeholder meeting resulted in a one-month extension, but the provider proceeded with the QCAT application. TQ represented the tenant, arguing that the complaints were unfounded and discriminatory, the breach notices were outdated and the tenant had otherwise met her obligations. QCAT found the alleged illegal activity insufficient to justify termination and dismissed the application. The parties agreed to a 12-month Acceptable Behaviour Agreement. The tenant retained her home and expressed gratitude for TQ's support, feeling more informed and empowered about her tenancy rights.

.....

**TQ provided** legal advice to two long-term tenants about their flood-affected rental on the Sunshine Coast. The tenants had recently signed a two-year lease renewal when the February 2022 flood caused water damage to the downstairs area. Mould developed and a building report later revealed severe structural issues, including extensive termite damage and deterioration linked to the flood.

The tenants sought assistance from TQ for the repair issues, to obtain a rent reduction and to help decide whether they should move out.

The tenants were initially successful in obtaining a rent reduction but soon after recontacted TQ to inform us that the lessor was only agreeable to the rent reduction if the tenants agreed to mutually terminate the agreement. The tenants then received a letter from the lessor's solicitors that alleged the tenant's actions had implied their acceptance of the offer to terminate the tenancy agreement.

TQ provided further advice to the tenants who instructed TQ to reply to the lessor's solicitors, who subsequently made an offer of compensation to the tenants.

The tenants determined the property was no longer habitable, and any remediation would be extensive and time-consuming. Despite actively searching for alternative accommodation, high rental costs and low vacancy rates made relocation difficult. After several months of negotiation, the lessor accepted the tenants' proposal to terminate the lease, agreeing to pay \$16,000 in compensation. Although saddened to leave their long term home, they were glad to have asserted their right to compensation early and deeply appreciated the support provided by the Flood Recovery Program.

.....



# Natural Disaster and Flood Recovery

TQ has continued to provide vital legal advice and casework services to renters affected by extreme weather events and natural disasters, including Cyclone Alfred in March 2025. Building on our work following the February 2022 flood and rain event, TQ's dedicated disaster response team comprising two additional solicitors funded by the Community Legal Services Program were mobilised to support renters impacted by Cyclone Alfred.

This team is equipped to assist with tenancy issues arising from property damage, unlivable conditions, rent disputes and tenancy terminations due to disaster-related circumstances. Their work ensures renters understand and can exercise their rights, particularly in relation to emergency repairs, rent obligations and ending tenancies

when properties are no longer habitable. Following a natural disaster, these issues can be drawn out over many months or years.

Funding for this enhanced legal assistance has been provided by the Commonwealth Attorney-General's Department, enabling TQ to offer rapid, informed support to renters during times of crisis and recovery.

## Cyclone Alfred Statistics

# 48%

of the tenants impacted by Cyclone Alfred continued their tenancies, seeking our assistance for compensation for their goods or for rent paid while the premises were non-livable.

# 50%

of tenants decided to end their tenancies, with just over half of these ending their tenancies specifically due to a lack of repairs by the lessor.

Natural disasters in Queensland can be devastating to renters.



# Domestic and Family Violence Project

The Domestic and Family Violence (DFV) Project aims to build the capacity of workers (who support people experiencing domestic and family violence) to deal with tenancy issues. The DFV Project provides 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.

This year TQ received great news that our Domestic and Family Violence Sector Capacity Building Project (DFV Project) funding will be extended until June 2030. Whilst we have been very grateful for the numerous shorter-term extensions, the news provides the Project certainty and delivers the ability to develop a long-term vision and plan.

## Training and networking

The DFV Project provided both online and face-to-face training sessions with workers from a range of services. This included 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.

Training sessions delivered	35
Number of training participants	571
Network and community events	32
Number of participants in network and community events	864



In the studio at Radio 4EB Community Radio recording translated DFV tenancy messages in different languages.

## Helpdesk

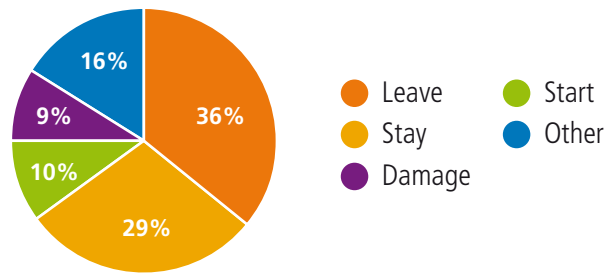
The DFV Project provides a responsive service for DFV and community workers with assistance on tenancy issues that are affecting their clients. During 2024-25, the Helpdesk provided assistance with 142 separate matters that resulted in follow up advice and emails, delivering a total of 266 sessions. The DFV Helpdesk provides positive outcomes for both tenants and workers.

## Resources

To accommodate changes to tenancy law, the DFV Project updated resources in both September and May. TQ also released a resource on DFV Privacy and Confidentiality in tenancy law outlining how the RTA deals with personal information, obligations of lessors and agents, Australia Post and online safety tips.

## Investing in Queensland Women Grant

Building on DFV tenancy messages, TQ was successful with another funding application from the State Government's Office for Women to work with Community Radio Stations 4EB and 4ZZZ to produce two radio messages on DFV tenancy issues. The messages were played during November and December 2024 for the 16 Days of Activism Against Gender-Based Violence and again in May 2025 during DFV Prevention Month. As part of this project, TQ organised conversations with multicultural services about promoting the messages. The translations in 14 languages – Arabic, Cantonese, English, Hindi, Spanish, Swahili, Mandarin, Farsi, Filipino, Japanese, PNG, Samoan, Thai and Russian – are available on the TQ website under Get Help then For DFV Workers.



## Case study

A tenant who experienced DFV was listed on a tenancy database due to damage caused by the person using violence during an act of violence. Helpdesk assisted the DFV service by providing advice explaining that a tenant who experiences violence is not responsible to compensate the lessor for this damage caused by the violence they have experienced. The Project provided sample letters re: damage and unjust tenancy database listing. With support the tenant obtained rental accommodation and was able to provide a home for herself and her children.







QSTARS and LawRight at Everyday Legal Training for Frontline Workers in Cairns.

## Financial Counselling

TQ's Financial Counselling Service, funded by the Financial Counselling Foundation, provided essential support to private renters across Queensland. Appointments are delivered face to face, by phone and online, ensuring statewide

access, particularly for regional and rural renters who might otherwise be unable to access these services. Funding for the program expires in December 2026.

### Case Study

A financial counselling client, a single father, temporarily moved in with family after a relationship breakdown. Feeling defeated, embarrassed and unsure how to move forward, he was referred to TQ's Financial Counsellor for support.

With the Financial Counsellor's guidance, the client gained clarity and confidence. He prioritised debts, created a practical budget, arranged payment plans, accessed a Rental Security Subsidy and renegotiated debts, easing his financial pressure. TQ's service empowered him to take control of his finances and focus on his priority: to provide a stable, secure home for his children.

In 2025, the ongoing cost-of-living crisis and rising rents meant more tenants were struggling to meet basic living costs. Many sought assistance to prioritise essential expenses, manage debt and connect with additional support services.

The service continued to provide practical, non-judgemental guidance, helping renters understand their financial options, negotiate with creditors, access concessions or subsidies and maintain housing stability.

The service also strengthened connections with other TQ programs, including our DFV Project and EmPowering Renters (see below), as well as community housing providers and DFV support services. These partnerships enabled more coordinated responses for renters experiencing complex financial stress.





# Do you understand your energy bill?

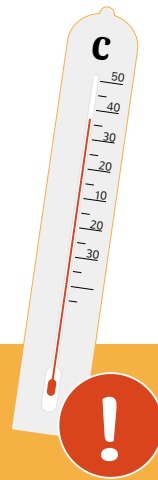


Find out how we can help.

Contact us now at: [empoweringrenters.org.au](http://empoweringrenters.org.au) or phone us on: 07 3473 5010



# Are you **too hot** in your home?

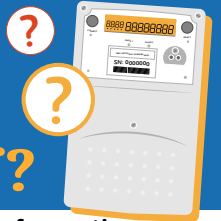


Find out how we can help  
you be more comfortable.

Contact us now at: [empoweringrenters.org.au](http://empoweringrenters.org.au) or phone us on: 07 3473 5010



# Do you know what is a tariff?



Contact us for more information.



# Confused by your latest energy bill?

Learn more about how we can help.

Contact us now at: [empoweringrenters.org.au](http://empoweringrenters.org.au) or phone us on: 07 3473 5010

# EmPowering Renters Project

Launched in late 2024, TQ is delivering a new energy program to help Queensland renters reduce their cost of living.

The EmPowering Renters project received funding from the Queensland Government as part of the Enable Grants Program. The Enable Grants support non-government organisations to provide energy efficiency advice and activities that will help reduce energy bills for Queenslanders experiencing vulnerability. TQ delivers this Project in conjunction with Energetic Communities Association Incorporated.

Understanding energy consumption is the first step towards reducing living costs associated with energy consumption. The EmPowering Renters project holds workshops and provides guides to help renters understand their energy bills. By better understanding energy consumption and energy bills, the team equips renters with the skills to identify the best energy deals and avoid potential pitfalls, such as scams or misleading offers.

As part of our workshop, participants bring in their bills to understand how they can apply the learnings directly to their energy use and their bill. Some participants experienced

instant savings by calling their retailer to discuss what they had learned. These savings included the application of pensioner concessions of \$379 per year and by changing tariffs with the same retailer – a saving up to \$400 per year.

Since the Project's commencement, the team has worked with a high number of renters from culturally and linguistically diverse (CALD) backgrounds. CALD renters have made up 63% of the participants, with 48% not speaking English well or at all. 35% of participants also indicated they or someone in their household have a disability.

The EmPowering Renters team has worked closely with language interpreters and the ReachDeck Toolbar on the TQ website and edited documents to improve accessibility.

The Project will continue into the new financial year with the team also undertaking Residential Efficiency Scorecard assessments in renters' homes. The aim is to highlight the energy efficiency of the house and further help renters to understand how energy is used in their homes to reduce their cost of living.



EmPowering Renters workshop at MultiLink Community Services.

## Goal 2

# ENGAGED & CAPABLE PEOPLE



### Learning and Development

During the 2024–2025 financial period, TQ’s Learning and Development (L&D) program has continued to play a critical role in supporting our statewide workforce to remain informed, skilled and confident to deliver high-quality tenant advisory services. This period was marked by significant legislative reform, large-scale induction of new staff, targeted regional engagement and the provision of specialist training in response to both planned and unexpected challenges.

### Responding to Tenancy Law Changes

The year saw the staged implementation of major tenancy law reforms. The first tranche of changes commenced on 30 September 2024, followed by the second tranche on 1 May 2025. L&D developed and delivered separate, tailored training packages for each stage to ensure our staff were equipped with the knowledge and practical understanding needed to support tenants through these changes. Particular emphasis was placed on the transitional elements between the two commencement dates, enabling advice staff to navigate both current and upcoming legal requirements when responding to client enquiries.

All training materials were designed to ensure accuracy, consistency and relevance across our Statewide service. This included updating the entire suite of tenancy law training resources used by QSTARS Advice Workers to ensure their currency.

### Outreach and Regional Engagement

Recognising the diverse needs of Queensland’s communities, the L&D worker engaged directly with regional and QSTARS partner services, providing targeted training in response to locally identified needs. This included delivering in-person sessions in regional hubs and online workshops to ensure accessibility.

Statewide delivery of training also created opportunities for shared learning across partner services, fostering stronger collaboration and consistency in tenancy advice delivery. This responsive and personalised approach supported the extensive reach of QSTARS and ensured that both partner and core service staff could meet the unique needs of tenants in their areas.

### Targeted Training in Response to Cyclone Alfred

The impact of Cyclone Alfred in early 2025 presented new challenges for tenants in affected areas. This includes issues related to urgent repairs, rent obligations during displacement and accessing emergency support. Building from our expert knowledge of disaster response over the years, L&D, with support from the Natural Disasters Legal team, responded quickly by developing and delivering targeted training for staff to address these specific tenancy issues.

This training was rolled out Statewide to ensure that all Advice Workers, regardless of their location, could provide timely and relevant information to tenants impacted by the cyclone.



This rapid, needs-based training response demonstrated the flexibility and responsiveness of our L&D function in times of crisis.

### Broader Training Initiatives

In addition to tenancy law and crisis-specific training, the L&D Worker offered a range of sessions designed to support and enhance the broader capabilities of our workforce. These included:

- Mental Health First Aid – equipping staff with the skills to support tenants experiencing mental health challenges and to maintain personal wellbeing in high-pressure roles;
- Managing Threats of Harm – providing practical strategies for de-escalating potentially volatile situations and ensuring safety for both staff and tenants; and
- Debriefing Practices – promoting healthy processing of challenging client interactions to reduce burnout and enhance resilience; and Internal Opportunities – TQ supports professional growth development.

These sessions complemented tenancy-specific training by strengthening the interpersonal, safety and self-care skills essential to delivering sustainable, high-quality tenant support.

### Leadership and Management Development

Another priority this year was strengthening management capability across the organisation. An internal program developed with our team and launched to support the current and future leaders within TQ. Coaching sessions and reflective practice programs were also delivered to team leaders and managers, providing opportunities to refine leadership skills, enhance decision-making and improve staff support practices.

By investing in management development, we aim to ensure that leadership at all levels are equipped to guide their teams effectively.

### Looking Ahead

The 2024–2025 year demonstrated the essential role of L&D in enabling our workforce to respond to legislative reform, organisational growth and community crises. By delivering relevant, timely and accessible training, TQ's Learning and Development function has strengthened the capacity of both new and experienced staff, ensuring that tenants across Queensland receive consistent, high-quality advice and support.

In the coming year, TQ will continue to refine our training resources, expand our digital delivery capabilities, better articulate our processes and further develop leadership and specialist skills within our workforce. This will ensure that TQ remains responsive, adaptable and prepared to meet the evolving needs of tenants statewide.



End of year gathering

## Goal 3

# OPERATIONAL EXCELLENCE

### New Client Support Service

TQ also recruited for a new service which will be operational in the new financial year. Our new Social Worker/Client Support Program will complement and support the work of our teams, particularly QSTARS, when dealing with clients with complex or intersecting needs that impact their abilities to maintain their tenancies. We are excited to share more about this complementary service in the next financial year.

### Chatbot Project

We continue to embrace opportunities for innovation in service delivery in order to increase our reach to renters across the State and optimise the efficiency of our resources. This year TQ made significant progress on its chatbot project to diversify the channels through which renters can obtain rental information. The chatbots target segments of service users with higher capacity and/or less complex tenancy matters, maximising our ability to provide our direct and professional advisory services to renters most in need.

To date TQ has letter generator chatbots for commonly required communications with lessors and agents, as well as bond claim information delivered online by a renter answering a series of questions. Four additional chatbots will be added, more letter generators and generative AI bots, which will answer questions regarding pets and bonds.

The project is being delivered to embed knowledge about the chatbot development process across the organisation and provide professional development opportunities for our team

members through their engagement with the project. In the next financial year, TQ will evaluate the impact of the project, as well as explore additional opportunities to innovate our information delivery.

### Successful Tenancies First Nations Project

In a similar vein to the new service noted above (Social Work/Client Support), TQ has recruited for its new Successful Tenancies First Nations (STFN) project. The initiative, funded by the Department of Housing and Public Works, will improve access to and help to sustain private tenancies for First Nations Queenslanders. Core to the Project will be a focus on culturally safe service provision and practices, and ultimately an aim to reduce the risk of tenancy breaches and QCAT involvement for First Nation renters.

The work emerges from Our Place: A First Nations Housing and Homelessness Action Plan 2024–2027, to support more successful private rental market tenancies and experience for First Nations peoples through advocacy for tenants and real estate education.

As TQ moves into the new financial year, the Project will be developed to reduce the risk of tenancy breaches and QCAT involvement.

The Project aims to strengthen and embed cultural capability across TQ's tenancy advice services by improving interpersonal communication with First Nations renters and supporting the development of trusted working relationships.

# Client Compliments

*I would like to sincerely give a BIG shout out and to say THANK YOU! to your exceptional team member\* for going the extra mile in providing me with very knowledgeable, helpful and professional advice on a number of occasions and responding to my emails and phone calls in a very timely manner.*

*To the team and especially to the Advice Worker, I am so grateful that you fought for me and believed in me and helped me the way you did.*

*So, with lots of gracious wishes and with much love I would just like to say Thank You to all the staff who fight for tenants' rights against a system that is unfair to some, and bewildering to others.*

\* name has been omitted for privacy reasons

*I am writing to express my deepest gratitude for the assistance and support that QSTARS has provided to me. The worker\* has been a beacon of knowledge, empowerment and respect and I cannot thank you enough for the incredible work you do.*

\* name has been omitted for privacy reasons

*I am deeply grateful for your unwavering support throughout this challenging process. As an immigrant, the prospect of a court issue was daunting, and I was worried about the potential consequences. Having left my family and homeland to build a new life in Australia, I am committed to upholding the values of sincerity and honesty that my parents instilled in me.*

*Your guidance and reassurance have been invaluable, and I am thankful for your presence in court. Your willingness to take time from your busy schedule to support me is a testament to your exceptional character. I am struggling to find the words to express my gratitude, but please know that your support has made a significant difference in my life.*

*The QSTARS team's dedication to tenancy advocacy is truly commendable, and I feel incredibly fortunate to have had the opportunity to benefit from your expertise. I will forever be grateful for the difference you have made and I will not hesitate to recommend QSTARS to others in need.*

*We very much appreciated your session today which was highly engaging and informative. The students have both personal and professional experiences of how tenancy issues can cause serious disruptions to people's lives and their own, particularly those who are international students. The information and discussion on these issues were very helpful and I hope we can work with you in organising future sessions for our students.*



## Goal 4

# SUCCESSFUL INFLUENCE & TRUSTED EXPERT



During 2024-2025, TQ continued to our support of the Make Renting Fair In Queensland (MRFQ) campaign, now in its sixth year. TQ plays a pivotal role in the Alliance of 15 organisations which drives the MRFQ campaign, along with additional 40 organisations and thousands of individuals who support the campaign. The goal of the campaign is to improve the experiences of the people who make their home in the rental market. There have been significant wins over the time of the campaign, including changes passed in May 2024 and coming into effect during this reporting year on 30th September 2024 and 1st May 2025. These include:

**Prescribed limit on reletting costs for break lease:**

There is now a limit on how much a renter has to pay if they end their lease early. This amount is calculated based on how much of the renter's lease has expired when they end their tenancy. The cap on break lease costs applies to agreements entered into from 30 September 2024.

**Rental application process:** When applying for a rental property, the agent, lessor or provider must now provide an applicant at least two ways to submit the application form, one way that does not require them to use a third-party online platform to provide their personal information or pay money. There are also limits on the type of information and the number of verifying documents that can be requested.

**Personal information:** Renters' personal information is now only to be collected and used to assess suitability during the application process and/or to manage the tenancy, and not for any other purpose. There are also limits on the length of time that personal information can be held, relevant to whether the renter's application was successful.

**Rent payment methods:** Renters must now be offered at least two ways to pay rent, including a way that does not incur more than usual bank costs and is reasonably available to them. This applies to agreements entered into from 30 September 2024.

**Bond:** The maximum bond for any property is now the equivalent of four weeks' rent (this did not apply to some properties previously). Additionally, if an agent, lessor or provider makes a claim on a renter's bond, they must provide the renter with evidence of those claims within 14 days of making the claim (or disputing your claim) to the RTA. If the rental bond was paid to the RTA before 30 September 2024, this does not apply to bond claims or disputes until 12 months after 30 September 2024.

**Service Charges:** Lessors or providers must give renters copies of utility bills within four weeks of receiving the bill from the supply authority. A renter is not required to pay outgoings for water and other service charges unless they do this. Different rules apply to water service charges during partial billing periods.

## Tenants Queensland Law Reform

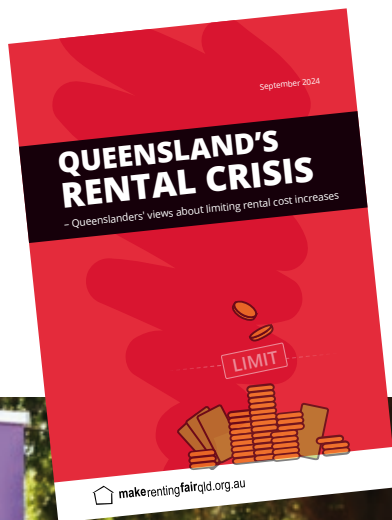
There have been many positive changes to tenancy laws that we acknowledge and celebrate, however, there is still work to be done. The key issues of limiting the amount a rent can rise and removing all ability to end a tenancy without a reasonable ground (something now achieved in NSW, Vic, SA and the ACT) have still not been realised. These are central to achieving a sense of home, stability and affordability for renters. In addition, we need energy efficiency minimum standards in rental properties to ensure renters equitably benefit from the transition to renewable energy.

At Tenants Queensland, we will continue to advocate for these important changes, along with other issues as we see them arise.

## Tenancy Law Changes

During the year, we organised a number of webinars focused on updating renters across the State on the key tenancy law changes. Nearly 300 people attended the webinars, including renters and community workers. The online platform allowed participants from across the state to attend, including some in Charters Towers, Innisfail and Yeppoon.

Over the past 12 months, TQ was interviewed by over 30 media outlets for comment and insight into a range of housing topics. Across print, television and radio, the topics included rental stress, Queensland's Rental Crisis Report, third party apps, NARO and National Shelter releasing The Rental Report, hikes in rent, effects of Ex-Tropical Cyclone Alfred, repairs and maintenance. TQ will continue to work with the media to keep the community informed about the challenges many renters are currently facing.



Queensland's Rental Crisis press launch with the Make Renting Fair in Queensland Supporters

## Goal 5

# ROBUST FINANCIAL & RESOURCE MANAGEMENT

Tenants Queensland (TQ) prudently manages resources to maximise our capacity, grow our reach and achieve reliable, diverse income streams. We achieve sustainability and operational effectiveness through our commitment to strong financial and resource management. These practices are essential to maintaining the trust of funders, collaborators and clients, and underpins our ability to deliver high-quality services to tenants across Queensland.

Risk management is embedded across the organisation, with regular oversight by the leadership team, Finance and Risk Committee and the Board. Our framework follows ACNC guidance and sector best practice, with clearly defined categories, assessments, controls and actions. Each risk has an assigned owner, ensuring accountability and transparency.

Implementation of our three-year IT strategy continued, with a focus on the important issue of data governance and cybersecurity. A comprehensive review was completed and priority measures introduced to address vulnerabilities and strengthen resilience. TQ also advanced secure digital solutions for financial and corporate records to ensure practices meet sector and industry standards.

A key focus is the development of digital infrastructure and a culture that values collaboration and trust. We continue to build capability to provide real-time, reliable data and insights to staff, collaborators and the public, improving decision-making and strengthening our advocacy for tenants.

### Looking Ahead

In the coming year, TQ will enhance digital record management, expand the use of data analytics and develop sustainable investment policies for the responsible use of Members' funds. These initiatives will build resilience and support continuous improvement, while fostering a culture that embraces digital capability, inclusion and collaboration to deliver the best outcomes for tenants.

We are pleased to present the audited financial report for the year ending 30 June 2025. Total revenue for TQ was \$11 million in 2024–25.

We thank our funding providers for their continued support of our work to improve the housing outcomes for renting households. Our funders include the Queensland Department of Housing and Public Works, the State and Commonwealth Departments of Justice and Attorney General, the Queensland Department of Families, Seniors, Disability Services and Child Safety, Queensland Treasury and the Financial Counselling Foundation.

Funding enables TQ to deliver a range of key programs, including:

- Queensland Statewide Tenant Advice and Referral Service (QSTARS): Funded by the Department of Housing and Public Works. TQ operates nine offices and partners with six community organisations to deliver free, independent tenancy advice and advocacy across Queensland.

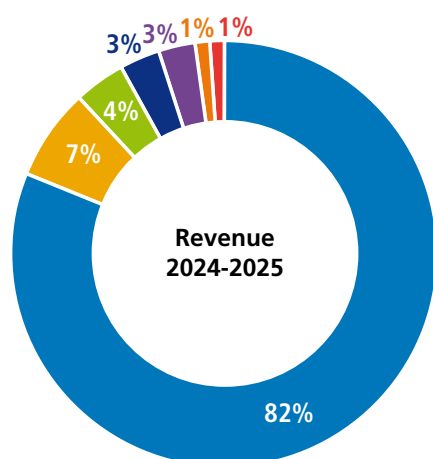


- **Successful Tenancies First Nations:** Also funded by the Department of Housing and Public Works, this program undertakes policy research and sector engagement to address structural barriers and improve outcomes for First Nations tenants.
- **Community Legal Services Program (CLSP):** Delivered under Legal Aid Queensland's Legal Assistance Program and supported by State and Commonwealth DJAG, the CLSP provides free legal advice and referrals for renters facing complex tenancy issues.
- **Domestic and Family Violence (DFV) Sector Support:** Funded through the Women's Safety and Violence Prevention Unit (DFSDESCS), allowing TQ to support workers in DFV sector with tenancy law training and a help desk service, allowing them to effectively assist their clients with renting issues.
- **Disaster Recovery Program:** Funded through the Flood Funding from the Commonwealth Department of Justice allows TQ to deliver legal casework for households affected by natural disasters.
- **Financial Counselling:** Supported by the Financial Counselling Foundation, this service assists private renters experiencing financial hardship.
- **EmPowering Renters:** Funded by Queensland Treasury, this program builds energy literacy, energy affordability and resilience for vulnerable renting households.
- **Clinical Legal Education:** In partnership with the UQ Pro Bono Law Centre, TQ educates law students through a tenancy law clinic.

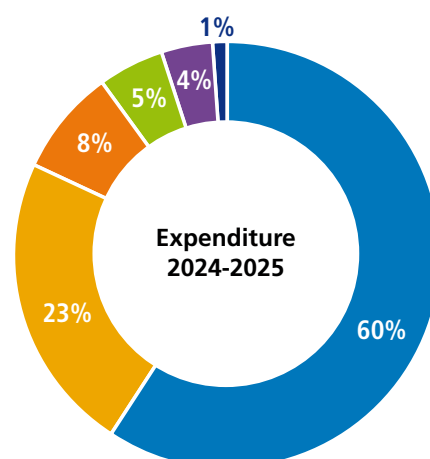
Torres Strait Creole Podcasts: Ashurt provided financial assistance towards venue and catering costs for the Yarning Circle Consultation Meeting on the 1st of May 2025.

## Revenue and Expenditure Graphs

Staff remuneration and benefits remain TQ's largest cost, at 60% of total expenditure (\$6.0 million). QSTARS Partner expenses represent 23% with the balance covering operational costs including office rent, telecommunications, IT and depreciation.



QSTARS	82%
Empowering Renters	7%
Other income	4%
CLSP	3%
Flood Cth	3%
DFSV	1%
Financial Counselling	1%



Employee Benefits Expense	60%
QSTARS Partner Payments	23%
Other Operating costs	8%
Audit, legal and consultancy	5%
Property expenses	4%
Depreciation	1%

# Acknowledgements

The Board extends its heartfelt thanks to our members, supporters, funders, pro bono partners and QSTARS collaborators for their invaluable contributions to TQ's ongoing work. With the collective support of these individuals and organisations, TQ is better positioned to fulfil its mission and improve the lives of renters across Queensland.

## Our funders

TQ acknowledges the funding received from the:

- Queensland Government Department of Housing and Public Works for the QSTARS Program
- Queensland Government Department of Justice for the Community Legal Services Program (CLSP)
- Queensland Government Department of Families, Seniors, Disability Services and Child Safety 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
- Ashurst for the Yarning Circle Consultation Meeting regarding Torres Strait Creole Podcasts

## Pro Bono Support

TQ deeply appreciates the generous contributions of the companies and individuals who have provided pro bono support. Their expertise has significantly enhanced TQ's capacity to serve renters throughout Queensland. We especially acknowledge the following firms and individuals:

## 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. We would also like to pay special thanks to Robert who retired from MinterEllison. We are grateful for his incredible work and support of TQ over many years. We would also like to welcome Michelle Bold who is the new National Pro Bono & Community Investment Lead. Our sincerest thanks are extended to:

- Anastasia Maynes (Special Counsel) for their work reviewing TQ's insurance, deed of access and indemnity for the board and the provision of general governance advice.
- Carol Pleass (Senior Director) and Keith Tan (Senior Consultant) for reviewing TQ's risk policies, procedure and facilitating a risk management workshop with the board and leadership team.
- Katie Beshara (Partner) and Emma Beckinsale (Associate) regarding contract advice.



Herbert Smith Freehills have provided significant and on-going support to TQ throughout the year. We sincerely thank Matthew Cameron (Partner) for his steadfast support, Bec Tannenbaum (Solicitor) and Angelina Vukovic (Solicitor) for their assistance on HR and IR matters. TQ would also like to thank Kishaya Delaney (Solicitor) who facilitated attendance by members of the leadership team to pro bono employment, industrial relations and safety training programs.

## CLAYTON UTZ

Clayton Utz continues to support TQ with commercial leasing and property law matters, often responding at short notice. We would like to sincerely thank Paula Noble (Partner) and George Kontoleon (Senior Associate) for their valued counsel.

Our QSTARS Partners





# Tenants Queensland Ltd

ACN: 633 949 283

## Financial Report

For the year ended 30 June 2025

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## Tenants Queensland Ltd

ACN 633 949 283

### Directors' Report

30 June 2025

The Directors of the Company are pleased to present this report on the Company for the year ended 30 June 2025. In order to comply with the provisions of the Australian Charities and Not-for-Profits Commission Act 2012 ("the Act"), the Directors report as follows:

#### Directors

The names of each person who has been a Director of Tenants Queensland Ltd during the year and to date of there port are:

- Damian Eckersley, Chair & Company Secretary (Company Secretary until 22 August 2024)
- Seleneah More, Director
- David Melloy, Director (resigned 30 June 2025)
- Sally Watson, Director (Special Skills)
- Patrick Morgan, Director (Special Skills)

#### Principal activities

Tenants Queensland Ltd (TQ) seeks to represent the interests of all Queenslanders who rent their homes, including those in more marginal tenures such as caravan parks and boarding houses.

Our vision is a society where renting is a secure and respected housing tenure.

TQ provides a range of tenant advisory services to support renters understand and exercise their rights and responsibilities under tenancy law. Our services include a statewide telephone advice service, which refers the more vulnerable renters and those needing additional support to one of our local service outlets across the state. TQ provides targeted tenancy publications, a tenancy law training program and undertake tenancy law research and policy development.

Informed by our daily and direct services for renting households, TQ aims to improve the conditions for all residential renters by advocating their interests to the community.

#### Review of operations

During the year, the Company continued to engage in its principal activity, the results of which are disclosed in the attached financial statements. The net surplus of the Company for the financial year ended 30 June 2025 amounted to \$215,197.

#### Objectives

The objectives of the Company are to:

- improve private, public and community residential tenants' conditions;
- provide legal advice, advocacy and information to tenants, particularly those from disadvantaged socio-economic backgrounds in relation to their rights as residential tenants;
- enhance and protect residential tenants' rights, including those in private, public and marginal tenures; research common issues affecting residential tenants;
- coordinate and organise law reform activities affecting tenants' rights; educate the community about residential tenancy law and procedures; advocate for safe, secure and affordable housing for all tenants; and support advice and advocacy services for tenants.

#### Strategy for achieving the objectives

The Strategic Plan for 2024-2026, available via the Tenants Queensland Ltd website, identifies the strategies the company employs to meet the objectives.

#### 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 and Capable People

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



## Tenants Queensland Ltd

ACN 633 949 283

### Directors' Report

30 June 2025

#### 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.

#### Information about the Directors

##### Damian Eckersley (Director and Company Secretary)

Damian joined the Tenants Queensland Ltd 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 Tenants Queensland Ltd 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 has served on the Tenants Queensland Ltd 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, resigned 30 June 2025)

David joined the Tenants Queensland Ltd Board in August 2023 and holds a 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 Advisor with Tenants Queensland.

##### Sally Watson (Specialist Skills Director)

Sally joined the Tenants Queensland Ltd Board in 2021. Sally was previously a member of the Tenants Queensland Inc. Steering Committee between 2016 — 2019. Sally also worked as Coordinator for Tenants Union 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).

##### Patrick 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

Tenants Queensland Ltd

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Directors’ Report

30 June 2025

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.

John Livesey (Independent Expert, Finance and Risk Committee, resigned 24 March 2025)

John joined the Tenants Queensland Ltd Finance and Risk Committee in October 2023. John is an experienced finance professional with a strategic focus specialising in non-profit organisations. He is an accounting professional with an MBA focused in Entrepreneurial Management.

John is the Director of Finance (CFO) and Business Operations Manager at Wesley Mission Queensland and Board Member with Volunteering Queensland.

Shane Tapping (Independent Expert, Finance and Risk Committee, appointed 6 April 2025)

Shane Tapping is a seasoned finance and strategy leader with global experience driving transformation and growth across high-performing organisations. Over nine years at the Argus Media Group, he held senior roles including CFO for the Americas. Shane’s career spans Ascential Group and The Walt Disney Company in London, where he progressed through commercial and analytical roles. Shane is currently General Manager – Finance and Business Operation for Wesley Mission Queensland. He has extensive experience in strategic planning, FP&A, M&A integration, ERP implementation and business improvement.

MEETINGS ATTENDED BY DIRECTORS

NAME	MEETINGS ELIGIBLE TO ATTEND	NUMBER ATTENDED
Damian Eckersley	6	6
Seleneah More	6	5
Sally Watson	6	5
Pat Morgan	6	6
David Melloy (resigned 30 June 2025)	6	5

FINANCE AND RISK SUBCOMMITTEE/COMMITTEE

2024/2025

NAME	MEETINGS ELIGIBLE TO ATTEND	NUMBER ATTENDED
Pat Morgan	5	3
Sally Watson	5	3
John Livesey (resigned 24 March 2025)	3	2
Shane Tapping (appointed 6 April 2025)	2	2

PEOPLE AND CULTURE SUBCOMMITTEE/COMMITTEE

2024/2025

NAME	MEETINGS ELIGIBLE TO ATTEND	NUMBER ATTENDED
Seleneah More	3	3
David Melloy	3	3

Contribution on Winding Up

The Directors’ Report is signed in accordance with a resolution of Directors and is signed in accordance with Subsection 60.15(2) of The *Australian Charities and Not-for-Profits Commission Regulation 2022*.

Independence declaration

The independence auditor’s declaration is included on the following page.

The Directors’ Report is signed in accordance with a resolution of Directors and is signed in accordance with Subsection 60.15(2) of The *Australian Charities and Not-for-Profits Commission Regulation 2022*.



Director  
Brisbane



**AUDITOR'S INDEPENDENCE DECLARATION  
UNDER S 60-40 OF  
THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012  
TO THE MEMBERS OF TENANTS QUEENSLAND LTD**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2025, there have been no contraventions of:

- (a) the auditor independence requirements of the *Australian Charities and Not-for-profit Commission Act 2012* in relation to the audit; and
- (a) any applicable code of professional conduct in relation to the audit.

*HLB Mann Judd (SE Qld Partnership)*

**HLB Mann Judd (SE Qld Partnership)  
Chartered Accountants**

Brisbane, Queensland  
30 October 2025

[hlb.com.au](http://hlb.com.au)

**HLB Mann Judd (SE Qld Partnership)**

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Liability limited by a scheme approved under Professional Standards Legislation.

HLB Mann Judd (SE QLD Partnership) is a member of HLB International, the global advisory and accounting network.



**Tenants Queensland Ltd**

ACN 633 949 283

**Statement of Profit or Loss and Other Comprehensive Income**

For the year ended 30 June 2025

	Note	2025 \$	2024 \$
Revenue	6	10,337,145	8,916,178
Other Income	6	24,413	57,084
Total revenue		10,361,558	8,973,262
Employee benefits expense		(6,023,765)	(5,094,493)
QSTARS Partner payments		(2,279,732)	(2,385,324)
Depreciation and amortisation expense		(516,784)	(488,295)
Insurance expense		(20,554)	(20,453)
Motor vehicle and travel expenses		(61,273)	(13,636)
Property expenses		(45,393)	(50,760)
Staff training and development expenses		(79,247)	(18,291)
Audit, legal and consultancy fees		(140,612)	(90,659)
Client support services expense		(108,388)	(73,725)
Other operating costs		(870,613)	(543,682)
<b>Total expenses</b>	7	(10,146,361)	(8,779,318)
<b>Surplus before income tax expense for the year</b>		215,197	193,944
<b>Income tax expense</b>	4.e	-	-
<b>Surplus after income tax expense for the year</b>		215,197	193,944
<b>Other comprehensive income</b>			
<b>Other comprehensive income for the year, net of tax</b>		-	-
<b>Total comprehensive income for the year</b>		215,197	193,944

The accompanying notes form part of these financial statements.

**Tenants Queensland Ltd**

ACN 633 949 283

**Statement of Financial Position**

As at 30 June 2025

	Note	2025 \$	2024 \$
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	8	2,918,939	2,288,673
Investments	9	1,769,445	1,500,000
Debtors & Prepayments	10	552,897	314,252
Deposits	11	44,841	49,983
<b>Total Current Assets</b>		<b>5,286,122</b>	<b>4,152,908</b>
<b>Non-Current Assets</b>			
Investments	9	52,332	52,332
Property, plant and equipment	12	163,535	223,467
Right-of-use assets	13	705,696	464,070
<b>Total Non-Current Assets</b>		<b>921,563</b>	<b>739,869</b>
<b>Total Assets</b>		<b>6,207,685</b>	<b>4,892,777</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Creditors & Accruals	15	482,162	375,413
Employee Provisions	16	568,315	594,751
Contract Liability	17	1,768,872	1,059,441
Lease Liability	14	288,603	339,468
<b>Total Current Liabilities</b>		<b>3,107,952</b>	<b>2,369,073</b>
<b>Non-Current Liabilities</b>			
Employee Provisions	16	5,650	13,136
Lease liability	14	472,414	144,530
<b>Total Non-Current Liabilities</b>		<b>478,064</b>	<b>157,666</b>
<b>Total Liabilities</b>		<b>3,586,016</b>	<b>2,526,739</b>
<b>Net Assets</b>		<b>2,621,669</b>	<b>2,366,038</b>
<b>Equity</b>			
Retained surpluses		2,103,202	1,888,005
Redundancy reserves		518,467	478,033
<b>Total equity</b>		<b>2,621,669</b>	<b>2,366,038</b>

The accompanying notes form part of these financial statements.

**Tenants Queensland Ltd**

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**Statement of Changes in Equity**

For the year ended 30 June 2025

	Retained surpluses \$	Redundancy reserves \$	Total Equity \$
<b>Balance at 1 July 2023</b>	1,694,061	495,113	2,189,174
Surplus after income tax expense for the year	176,864	-	176,864
Other comprehensive income for the year, net of tax	-	-	-
Transfer to retained surplus	17,080	-	17,080
Transfer from reserve	-	(17,080)	(17,080)
Total comprehensive income for the year	193,944	(17,080)	176,864
Balance at 30 June 2024	1,888,005	478,033	2,366,038
<b>Balance at 1 July 2024</b>	<b>1,888,005</b>	<b>478,033</b>	<b>2,366,038</b>
Surplus after income tax expense for the year	255,631	-	255,631
Other comprehensive income for the year, net of tax	-	-	-
Transfer to retained surplus	(40,434)	-	(40,434)
Transfer from reserve	-	40,434	40,434
Total comprehensive income for the year	215,197	40,434	255,631
Balance at 30 June 2025	2,103,202	518,467	2,621,669

The accompanying notes form part of these financial statements.



**Tenants Queensland Ltd**

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**Statement of Cash Flows**

For the year ended 30 June 2025

	Note	2025 \$	2024 \$
<b>Cash flows from operating activities:</b>		12,002,573	8,905,200
Receipts from government contracts		100,695	83,546
Interest received		2,007	5,421
Other income		(2,279,732)	(2,385,324)
QSTARS Partner payments		(6,023,765)	(5,094,493)
Payments to employees		(2,459,099)	(803,618)
Payments to suppliers		1,342,679	710,732
<b>Net cash flows from operating activities</b>			
<b>Cash flows from investing activities:</b>			
Payment for property, plant and equipment		(72,841)	(213,249)
Payments for financial assets		(269,445)	(52,332)
<b>Cash used in investing activities</b>		(342,286)	(265,581)
<b>Cash flows from financing activities:</b>			
Repayment of lease liabilities		(370,127)	(328,895)
<b>Cash used in financing activities</b>		(370,127)	(328,895)
<b>Net increase in cash and cash equivalents</b>		630,266	116,256
Cash and cash equivalents at beginning of financial year		2,288,673	2,172,417
<b>Cash and cash equivalents at end of financial year</b>	8	2,918,939	2,288,673

The accompanying notes form part of these financial statements.

## Tenants Queensland Ltd

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### Notes to the Financial Statements

For the year ended 30 June 2025

#### 1. Introduction

The financial statements cover Tenants Queensland Ltd ("the Company") as an individual entity, incorporated and domiciled in Australia. Tenants Queensland Ltd is a Company Limited by Guarantee.

The financial statements were authorised for issue by the Board of Directors on the same date as the signing of the Director's Declaration.

#### 2. New and amended accounting standards and interpretations adopted

The Company has adopted all of the new or amended Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') that are mandatory for the current reporting period.

Any new or amended Accounting Standards or Interpretations that are not yet mandatory have not been early adopted.

#### 3. Basis of preparation

The Directors have prepared the financial statements on the basis that the Company is a non-reporting Company because there are no users dependent on general purpose financial statements. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. The Company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Australian Charities and Not-for-profits Commission Act 2012*, the basis of accounting specified by all Australian Accounting Standards and Interpretations, and the disclosure requirements of Accounting Standards AASB 101 *Presentation of Financial Statements*, AASB 107 *Cash Flow Statements*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors*, AASB 1048 *Interpretation of Standards* and AASB1054 *Australian Additional Disclosures*, as appropriate for not-for-profit oriented entities.

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes.

#### 4. Summary of material accounting policy information

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

##### a. Revenue and other income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

##### *Operating Grants, Donations and Bequests*

When the Company receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance to AASB 15.

When both these conditions are satisfied, the Company:

- identifies each performance obligation relating to the grant
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations.

If a contract liability is recognised as a related amount above, the Company recognises income in the statement of profit or loss and other comprehensive income when or as it satisfies its obligations under the contract.

##### *Capital Grants*

When the Company receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the

**Notes to the Financial Statements**

For the year ended 30 June 2025

financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The Company recognises income in the statement of profit or loss and other comprehensive income when or as the Company satisfies its obligations under the terms of the grant.

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

**b. Property, plant and equipment**

The depreciation rates used are as follows:

Class of Fixed Asset	Depreciation Rate
Plant and equipment	20% - 50%
Motor vehicle	33%

**c. Provisions**

Provisions are recognised when the Company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

**d. Leases****The entity as lessee**

At the inception of a contract, the Company assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Company where the Company is a lessee. However all contracts that are classified as short-term leases (leases with a remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

**e. Income tax**

No provision for income tax has been raised as the Company is exempt from income tax under Section 50.5 of the Income Tax Assessment Act 1997 (Cth).

**f. Employee provisions***Short-term employee benefits*

Short-term employee benefits are benefits, other than termination benefits, that are expected to be settled wholly within twelve (12) months after the end of the period in which the employees render the related service. Short-term employee benefits are measured at the undiscounted amounts expected to be paid when the liabilities are settled.

*Other long-term employee benefits*

The Company's liabilities for long service leave are included in other long-term benefits as they are not expected to be settled wholly within twelve (12) months after the end of the period in which the employees render the related service. They are measured at the present value of the expected future payments to be made to employees.

Any re-measurements arising from experience adjustments and changes in assumptions are recognised in the statement of profit or loss and other comprehensive income in the periods in which the changes occur.

The Company's obligations for long-term employee benefits are presented as non-current provisions in its statement of financial position, except where the Company does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as a current provision.

**g. Economic dependence**

The Company is dependent on government service contracts to operate. As at the date of the report, the Board has no reason to believe the government will not continue to support the Company.

**h. Significant management judgement in applying accounting policies**

## Notes to the Financial Statements

For the year ended 30 June 2025

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

### 5. Critical accounting judgements, estimates and assumptions

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on various other factors, including expectations of future events, which management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

#### *Estimation of useful lives of assets*

The Company determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and finite life intangible assets. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

#### *Employee benefits provision*

As discussed in note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date.

#### *Impairment of non-financial assets other than goodwill and other indefinite life intangible assets*

The Company assesses impairment of non-financial assets other than goodwill and other indefinite life intangible assets at each year end date by evaluating conditions specific to the Company and to the particular asset that may lead to impairment. If an impairment trigger exists, the recoverable amount of the asset is determined. This involves fair value less costs of disposal or value-in-use calculations, which incorporates a number of key estimates and assumptions

### 6. Revenue and other income

	2025 \$	2024 \$
Revenue from contracts with customers		
Revenue from Recurring Government Contracts	8,154,800	8,136,351
Other revenue		
Non-recurrent funding	2,081,650	696,281
Interest received	100,695	83,546
Total revenue	10,337,145	8,916,178
Other income		
Donations	1,779	460
Memberships	846	862
Sundry income	3,472	4,100
Gain on modification of lease	-	51,662
Paid Parental leave	18,316	-
Total other income	24,413	57,084
Total revenue and other income	10,361,558	8,973,262



## Tenants Queensland Ltd

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### Notes to the Financial Statements

For the year ended 30 June 2025

#### 7. Expenses

Surplus before income tax includes the following specific expenses:

	2025 \$	2024 \$
QSTARS Partner payments	2,279,732	2,385,324
Depreciation		
Plant and equipment	129,467	109,846
Right-of-use asset	387,317	378,449
Total depreciation	516,784	488,295
Superannuation expense		
Defined contribution superannuation expense	603,581	486,815

#### 8. Current assets - Cash and cash equivalents

	2025 \$	2024 \$
TQ Ltd general account	166,628	1,175,169
TQ Ltd gift fund account	34,876	28,692
General account	447,868	17,838
ME bank online saver account	3	1,066,974
NAB Business Cash Maximiser	1,389,480	-
NAB term deposit < 3 months	880,000	-
Petty Cash	84	-
	2,918,939	2,288,673

#### 9. Investments

	2025 \$	2024 \$
Current	750,000	750,000
ME bank term deposit 1	-	750,000
ME bank term deposit 2	1,019,445	-
NAB TD	1,769,445	1,500,000
Non-current		
Security deposit *	52,332	52,332
Total investments	1,821,777	1,552,332

\*This balance is a term deposit of \$52,332 (2024:\$52,332) to secure for bank guarantees provided by National Australia Bank as at 30 June 2025.

## Tenants Queensland Ltd

ACN 633 949 283

### Notes to the Financial Statements

For the year ended 30 June 2025

#### 10. Current assets - Debtors and prepayments

	2025 \$	2024 \$
Debtors	3,434	9,400
Other debtors	88,400	108,278
Prepayments	201,769	77,379
GST Refundable	-	79,823
Accrued income	259,294	39,372
Total debtors and prepayments	552,897	314,252

#### 11. Current assets - Deposits

	2025 \$	2024 \$
Deposits	44,841	49,983
	44,841	49,983

#### 12. Non-current assets - Property, plant and equipment

	2025 \$	2024 \$
Office equipment - at cost	238,242	279,057
Less: accumulated depreciation	(135,616)	(155,629)
	102,626	123,428
Furniture & fittings - at cost	256,572	235,027
Less: accumulated depreciation	(195,663)	(134,988)
	60,909	100,039
Motor vehicles - at cost	71,823	71,823
Less: accumulated depreciation	(71,823)	(71,823)
	-	-
	163,535	223,467

#### Reconciliations

Reconciliations of the written down values at the beginning and end of the current and previous financial year are set out on the following page:

**Tenants Queensland Ltd**

ACN 633 949 283

**Notes to the Financial Statements**

For the year ended 30 June 2025

	Office equipment \$	Furniture & fittings \$	Motor vehicles \$	Total \$
Balance as at 1 July 2024	123,428	100,039	-	223,467
Addition at cost	51,296	21,545	-	72,841
Depreciation expense	(68,792)	(60,675)	-	(129,467)
Impairment expense	(3,306)	-	-	(3,306)
Balance as at 30 June 2025	102,626	60,909	-	163,535

**13. Non-current assets - Right-of-use asset**

The Company has one head office, and eight regional offices which are eligible for calculation as right-of-use assets. The lease terms are between two years and four years.

The Company has 3 motor vehicle leases for terms between 12 and 60 months.

	2025 \$	2024 \$
Buildings	1,045,640	836,819
Less: accumulated depreciation	(367,708)	(385,669)
	677,932	451,150
Motor vehicle	43,941	46,611
Less: accumulated depreciation	(16,177)	(33,691)
	27,764	12,920
	705,696	464,070

**14. Lease liabilities**

	2025 \$	2024 \$
Current		
Buildings	279,361	325,913
Motor vehicles	9,241	13,555
	288,603	339,468
Non-current	472,414	144,530
Buildings	472,414	144,530
	761,017	483,998
Future lease payments - contractual undiscounted cash flows		
Within one year	310,142	346,613
Between one to five years	492,439	151,675
More than five years	-	-
	802,581	498,288

## Tenants Queensland Ltd

ACN 633 949 283

### Notes to the Financial Statements

For the year ended 30 June 2025

#### 14. Lease liabilities (Continued)

	2025 \$	2024 \$
AASB 16 related amounts recognised in the Statement of Profit or Loss and Other Comprehensive Income:		
Depreciation charge related to right-of-use assets	387,317	378,449
Interest expense on lease liabilities	18,204	20,872

#### 15. Current liabilities - Creditors and accruals

	2025 \$	2024 \$
Trade payables	205,433	156,317
GST payable	3,277	-
Other payables	273,452	219,096
	482,162	375,413

#### 16. Provisions

	2025 \$	2024 \$
Current		
Employee benefits - Long service leave	202,028	243,358
Employee benefits - Annual leave	311,734	299,058
Employee benefits - Annual leave loading	54,553	52,335
	568,315	594,751
Non-current		
Employee benefits - Long service leave	5,650	13,136
	5,650	13,136
	573,965	607,887

#### 17. Current liabilities - Contract liability

	2025 \$	2024 \$
Queensland Statewide Tenants' Advice and Referral Service ("QSTARS")	604,891	660,921
CLSP grant	84,751	7,288
Others	1,079,230	391,232
	1,768,872	1,059,441



**Tenants Queensland Ltd**

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**Notes to the Financial Statements**

For the year ended 30 June 2025

**18. Cash flow information**

	2025 \$	2024 \$
Surplus after income tax expense for the year	215,197	193,944
Non-cash flows in surplus:		
- Depreciation	516,784	488,295
- Interest on right-of-use asset	18,204	20,872
- Impairment loss	3,306	7,588
- Gain on modification of lease	-	(51,662)
- Redundancy reserve movement	40,432	(17,080)
Changes in operating assets and liabilities:		
- Increase in receivables	5,966	-
- Increase in payables	186,573	4,776
- Decrease in other assets	(304,811)	(84,404)
- Decrease in provisions	(33,920)	(98,064)
- Decrease in deposits & debtors	-	(9,400)
- Increase in contract liability	694,948	255,867
Net cash flow from operating activities	1,342,679	710,732

**19. Remuneration of auditors**

During the financial year the following fees were paid or payable for services provided by HLB Mann Judd (SE Qld Partnership) the auditor of the company:

	2025 \$	2024 \$
Audit services		
Audit of the financial statements	18,000	16,000

**20. Contingent liabilities**

Tenants Queensland Ltd has in place facility backed bank guarantees in relation to rental premises.

	2025 \$	2024 \$
Bank Guarantees	52,332	52,332

## Tenants Queensland Ltd

ACN 633 949 283

### Notes to the Financial Statements

For the year ended 30 June 2025

#### 21. Commitments

The Company had no commitments for expenditures as at 30 June 2025 and 30 June 2024.

#### 22. Events after the reporting period

No matter or circumstance has arisen since 30 June 2025 that has significantly affected, or may significantly affect the Company's operations, the results of those operations, or the Company's state of affairs in future financial years.

#### 23. Members' guarantee

The Company is limited by guarantee. If the Company is wound up, each member is required to contribute a maximum of two dollars towards meeting any outstanding obligations of the company.

#### 24. Registered office and principal place of business

The registered office and principal place of business of the Company is:

Level 1  
87 Wickham Terrace  
Spring Hill QLD 4000

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In the opinion of the Directors of Tenants Queensland Ltd:

**TENANTS QUEENSLAND LTD**  
**ACN 633 949 283**

#### **DIRECTORS' DECLARATION**

- the financial statements and notes as set out on pages 13 to 23 comply with Australian Accounting Standards and give a true and fair view of the financial position of the company as at 30 June 2025 and of its performance for the year ended on that date, and
- there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

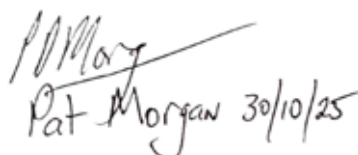
This declaration is made in accordance with a resolution of the Board of Directors and is signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2022*.



Director  
Damian Eckersley

Director

Dated:



Pat Morgan 30/10/25

## **Independent Auditor's Report to the Members of Tenants Queensland Ltd**

### **REPORT ON THE AUDIT OF THE FINANCIAL REPORT**

#### **Opinion**

We have audited the financial report of Tenants Queensland Ltd ("the Company"), which comprises the statement of financial position as at 30 June 2025, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information, and the directors' declaration.

In our opinion, the accompanying financial report of the Company has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 2 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

#### **Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Entity in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* ("the Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, has been given to the Directors.

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

#### **Emphasis of Matter – Basis of Accounting and Restriction on Use**

We draw attention to Note 2 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act*. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for Tenants Queensland Ltd and its members and should not be used by parties other than Tenants Queensland Ltd and its members. Our opinion is not modified in respect of this matter.

#### **Information Other than the Financial Report and Auditor's Report Thereon (if applicable, refer ASA 720)**

The Directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2025, but does not include the financial report and our auditor's report thereon.

[hlb.com.au](http://hlb.com.au)

**HLB Mann Judd (SE Qld Partnership)**

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Liability limited by a scheme approved under Professional Standards Legislation.

HLB Mann Judd (SE QLD Partnership) is a member of HLB International, the global advisory and accounting network.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Responsibilities of Management and of the Directors for the Financial Report**

Management is responsible for the preparation of the special purpose financial report that gives a true and fair view and have determined that the basis of preparation described in Note 2 of the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. Management's responsibility also includes such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the special purpose financial report, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

The Directors are responsible for overseeing the Company's financial reporting process.

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

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

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

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



- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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

We also provide the Directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

*HLB Mann Judd (SE Qld Partnership)*

**HLB Mann Judd (SE Qld Partnership)**  
**Chartered Accountants**

Brisbane, Queensland  
30 October 2025

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

**A B Narayanan**  
**Partner**



# Tenants Queensland

## TQ and QSTARS Partner Offices

### BRISBANE 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

