

SERVICE DELIVERY STATEMENTS

Department of Housing and Public Works



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Service Delivery Statements

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Department of Housing and Public Works

Portfolio overview

Minister for Housing and Public Works and Minister for Youth

The Honourable Samuel O'Connor MP

Assistant Minister for Planning, Housing and Better Regulation

Rebecca Young MP

Department of Housing and Public Works

Director-General: Mark Cridland

QBuild

Assistant Director-General: Paul Hyde

QFleet

General Manager: Vince White

The Minister for Housing and Public Works and Minister for Youth is also responsible for:

Queensland Building and Construction Commission

Commissioner: Angelo Lambrinos

Residential Tenancies Authority

Acting Chief Executive Officer: Kristin Spruce

Additional information about these agencies can be sourced from:

qld.gov.au/housing

rta.qld.gov.au

qbcc.qld.gov.au

Department of Housing and Public Works

Overview

As part of the machinery-of-government changes effective 1 November 2024, the former Department of Housing, Local Government, Planning and Public Works was renamed the Department of Housing and Public Works. As a result, there were changes to the following functions:

- Queensland Government Procurement (including QFleet) was received from the former Department of Energy and Climate
- Office of the Nightlife Economy Commissioner was received from the former Department of Employment, Small Business and Training
- Youth was received from the former Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Local Government and Office of the Independent Assessor were transferred to the Department of Local Government, Water and Volunteers
- Planning was transferred to the Department of State Development, Infrastructure and Planning.

The Department of Housing and Public Works' (the department) vision is 'A brighter future for Queenslanders through housing, building and service innovation'. The purpose of the department is to deliver a place to call home for more Queenslanders, create a more prosperous Queensland through government procurement, youth engagement and a thriving night-life economy and to strengthen the construction sector.

The department will deliver its vision through the following objectives:

- Secure Queensland's housing foundations
- Unlock potential
- Build Queensland's future.

The department contributes to the *Government's objectives for the community*¹ by working to provide *A better lifestyle through a stronger economy* and *A plan for Queensland's future* by:

providing social and affordable housing and homelessness services and support for Queenslanders
facilitating a range of programs and initiatives to prepare young Queenslanders for a prosperous future
providing help for government buyers, suppliers and those looking to tender for government work
providing building policy and government accommodation services.

Key deliverables

In 2025–26, the department will:

- deliver a new cross-portfolio housing plan to deliver on the government's election commitments and its plans to secure Queensland's housing foundations
- deliver 53,500 social and community homes by 2044, supported by ongoing baseline funding for construction to allow an always-on procurement process, including more supportive housing, new youth foyers and domestic and family violence shelters and more supported accommodation
- provide frontline housing and homelessness supports including social housing, crisis accommodation, tenancy sustainment, private market assistance and specialist homelessness services
- support the sustainable growth of Queensland's community housing sector including the implementation of a Master Agreement and expanding the asset base of community housing providers through master leases
- deliver initiatives to close the gap for First Nations peoples by investing in new and upgraded housing in remote Aboriginal and Torres Strait Islander communities and promoting pathways to deliver home ownership
- work constructively with the Australian Government and advocate on Queensland's behalf to ensure our state receives its adequate share of federal funding to support better housing and homelessness outcomes for Queenslanders

¹ To find out more, go to [qld.gov.au](https://www.qld.gov.au) and search "government's objectives for the community."

- continue the rollout of Queensland's Building Reg Reno (Building Regulation Renovation) reforms, in consultation with industry, to reduce red tape and increasing productivity, including improvements to strengthen the Queensland Home Warranty Scheme, support and modernise the Queensland Building and Construction Commission's processes, and provide certainty and stability regarding National Construction Code changes
- facilitate the delivery of capital works projects on behalf of Queensland Government agencies such as the New Performing Arts Venue, Lockyer Valley Correctional Centre, the Kirwan Replacement Police Facility, the Woodford Youth Detention Centre and the Southport Supportive Accommodation Project
- invest in the delivery of safe and secure government employee housing, including renewing and upgrading current owned assets, as part of the government's commitment to attract and retain key frontline staff such as police, health workers, and teachers in remote locations
- implement procurement reforms supporting value for Queensland, local opportunities, ease of business, openness to new ideas, and practical economic, environmental and social impact, and procurement data reforms to drive smarter, faster and fairer procurement decisions
- deliver programs to engage and promote young Queenslanders including support the delivery of YMCA Queensland Youth Parliament, Queensland Youth Week and Safer Schoolies initiatives
- deliver a Night-Life Economy Strategy containing short, medium and long-term initiatives to enhance the vibrancy and safety of the night-life sector across Queensland.

Budget highlights

In the 2025–26 Queensland Budget, the government is providing:

- \$1.967 billion over 4 years, and \$500 million per annum ongoing thereafter, to support Queensland's Housing Investment Pipeline to deliver 53,500 social and community homes by 2044, including youth foyers, domestic violence shelters, and social homes in remote and discrete First Nations communities
- \$152.6 million in 2025–26, as part of total program funding of \$380.1 million over 5 years, to deliver crisis accommodation initiatives and support the delivery of frontline housing and homelessness services
- \$52.2 million in 2025–26, as part of total program funding of \$208.9 million over 4 years to extend the 20 per cent uplift to Specialist Homelessness Services to ensure vulnerable Queenslanders are able to access these vital services
- \$3.1 million in 2025–26 for housing and homelessness peak and industry bodies
- \$1.8 million in 2025–26 to support effective regulatory action and support for community housing providers, disability accommodation, retirement villages and residential services.

Further information about new policy decisions can be found in *Budget Paper No. 4: Budget Measures*.

Performance statement

Housing, homelessness and youth services¹

Objective

Benefit Queenslanders and their communities by providing housing, homelessness and youth services that are responsive, integrated, and accessible, and enrich the lives of Queenslanders.

Description

The service area:

- funds and delivers safe, secure social and affordable housing, homelessness services and the coordination of person-centred support which meets the needs of Queenslanders and enables social and economic participation
- delivers frontline services for Queenslanders in housing need, including people experiencing, or at risk of homelessness including women and families experiencing domestic and family violence, and vulnerable young people
- partners with peak bodies, Aboriginal and Torres Strait Islander Housing Queensland, Indigenous Community Housing Organisations, Aboriginal and Torres Strait Islander Councils and non-government organisations to improve outcomes for First Nations people in accessing appropriate sustainable housing
- facilitates and supports opportunities for young Queenslanders to build their leadership capabilities and be involved in shaping government policies, programs, and services on matters of importance that impact them and ensures the Schoolies holiday period is as manageable, safe and respectful as possible for schoolies and local communities.

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Service: Housing			
Effectiveness measures			
Level of overall customer satisfaction			
• Public Housing ²	86%
• Community housing ²	81%
Percentage of new households assisted into government-owned and managed social rental housing who were in very high or high need	95%	100%	95%
Average wait time to allocation for assistance (months) with government-owned and managed social rental housing for clients in very high or high need ³	12	21	12
Percentage of department owned social rental housing dwellings in acceptable condition	95%	98%	95%
Proportion of total new households assisted to access rental accommodation who moved into the private rental market	86%	86%	86%
Proportion of newly constructed social dwellings supported by the Queensland Government meeting the Livable or Social Housing Design guidelines gold or platinum level	New measure	New measure	50%
Percentage of under occupied government-owned and managed social rental housing	15%	15%	15%
Proportion of government-owned social rental housing stock matched to greatest demand	54%	56.93%	56%
Efficiency measure			
Average tenancy and property management administration cost per household assisted with social rental housing ⁴	\$1,558	\$1,576	\$1,635

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Service: Homelessness			
Effectiveness measures			
Percentage of clients who were homeless or at risk of homelessness needing assistance to obtain or maintain independent housing and achieved this outcome after receiving support	60%	62%	60%
Percentage of clients at risk of homelessness who avoided homelessness after receiving support	80%	83%	80%
Efficiency measure			
Recurrent cost per client accessing homelessness services ^{5,6}	\$4,886	\$6,433	\$6,690
Service: Youth			
Effectiveness measure			
Percentage of participants who identify as having improved leadership capabilities as a result of attending a youth leadership program ⁷	90%	99%	90%
Discontinued measure			
Proportion of newly constructed social housing dwellings supported by the Queensland Government meeting the Livable Housing Design guidelines gold or platinum standards ⁸	50%	55%	Discontinued measure

Notes:

1. The service area name has been amended to reflect machinery-of-government changes, effective from 1 November 2024, with the transfer of youth services to the Department of Housing and Public Works. It was previously named 'Housing and Homelessness Services' in the *2024–25 Service Delivery Statements* (SDS).
2. This service standard is measured biennially, with the next survey to be undertaken in 2025–26. Client satisfaction data is sourced from the Australian Institute of Health and Welfare, National Social Housing Survey and published in the *Report on Government Services*.
3. The variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due the tightening of private market conditions statewide (including in regional and rural Queensland), seeing more people seeking housing assistance who would not normally seek assistance from government, contributing to individuals and families facing housing stress. The combination of reduced tenancy turnover and few new allocations has contributed to an increase in the average wait time for allocation to government owned and managed social rental housing.
4. The increase between the 2024–25 Target/Estimate and 2025–26 Target/Estimate is primarily due to enterprise bargaining increases.
5. The variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due to increased costs of service delivery, and increased lengths of support for clients, including higher levels of funding to specialist homelessness services for the purchase of short-term accommodation due to a high demand for temporary accommodation from households in Queensland.
6. The variance between the 2024–25 Target/Estimate and the 2025–26 Target/Estimates for the recurrent cost per client accessing homelessness services is based on the 2024–25 Estimated Actual plus estimated indexation.
7. Youth services was transferred to the Department of Housing and Public Works due to machinery-of-government changes, effective 1 November 2024. This service standard was previously presented under the 'Community Services' service area in the former Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts 2024–25 SDS.
8. This service standard has been discontinued and re-introduced due to a change in the calculation methodology resulting in past performance no longer being comparable.

Building and government accommodation services

Objective

Support the building and construction sector to be productive and well-functioning to deliver the homes and infrastructure Queensland needs. Deliver complex government projects and provide fit-for-purpose, well-utilised and sustainable government office accommodation and employee housing.

Description

The service area:

- contributes to a safer, fairer and more sustainable building and construction industry and responds to emerging issues
- assists government agencies in the delivery of major government building and construction projects, quality office accommodation and property solutions, and safe and secure government employee housing for frontline workers to support Queensland's growing communities
- provides leadership and strategic advice on urban design and the built environment to government departments, local councils and the private sector.

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Effectiveness measures			
Return on investment:			
• Commercial properties included in the office portfolio ¹	≥6%	5.8%	≥6%
Vacancy rate:			
• Office portfolio ²	≤3.5%	0.88%	≤3.5%
• Government employee housing ³	≤4%	0.81%	≤4%
Percentage of government-owned employee housing with an acceptable facility condition index rating	≥90%	91%	≥90%
Energy performance – percentage of occupied government office accommodation achieving a rating greater than or equal to 5-star under the National Australian Build Environmental Rating System ⁴	80%	77%	80%
Work point density:			
• Average	13.5m ² per person	13.42m ² per person	13.5m ² per person
• New and refurbished fitout ⁵	12m ² per person	10.6m ² per person	12m ² per person
Percentage of sub-contracts awarded to local companies ⁶	75%	92%	75%
Efficiency measure			
New and refurbished office fitout – cost per square metre	≤\$1,530 per square metre	\$1,521 per square metre	≤\$1,530 per square metre
Discontinued measure			
Return on investment:			
• Government employee housing ⁷	≥1.5%	0.78%	Discontinued measure

Notes:

1. The variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is slightly below target due to rising operating costs not being offset by increased rent revenue.
2. The positive variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due to minimising vacancies through centralised lease management and relocating agencies from expiring leases into vacancies, where possible.
3. The positive variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due to the continued high demand from agencies for government employee homes leading to a shortage of available stock to lease in regional and remote communities.

4. The variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due to reduced building occupancy from continued flexible work arrangements. Energy is still required to maintain core building functions and a reduced occupancy level has resulted in a decrease of building performance as the calculation is based on occupancy, energy use and area.
5. The positive variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due to achieving better space efficiencies with new and refurbished fitouts.
6. The positive variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual demonstrates the effectiveness of efforts to maximise opportunities for local businesses.
7. This service standard has been discontinued as the government employee housing portfolio is not intended to generate profit (surplus). Rather, any surplus funding is reinvested into the portfolio to support the delivery of essential services in regional and remote communities. Consequently, the return on investment remains minimal.

Procurement policy and enabling services¹

Objective

Lead best-in-class procurement across government to ensure good outcomes and value for Queenslanders by making every dollar count, empowering local, small and family businesses, and creating meaningful opportunities across Queensland's diverse economic landscape.

Description

The service area:

- provides expert advisory, compliance, enabling and support procurement services to government agencies, including category management for general goods and services
- provides procurement services that enable suppliers to reduce the cost of doing business with the Queensland Government and supports employment and better social outcomes for communities.

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Effectiveness measure			
Overall client satisfaction regarding provision of engagement activities in the policy development and implementation process ²	≥90%	90.5%	≥90%
Efficiency measures			
Operating cost per \$1,000 of managed spend on general goods and services	<\$2	\$0.99	<\$2
Total cost per hour of procurement policy government decision support, governance support and advisory services, and engagement and events	New measure	New measure	\$138.52

Notes:

1. Due to machinery-of-government changes, effective from 1 November 2024, this Service Area has transferred to the Department of Housing and Public Works. It was previously presented in the former Department of Energy and Climate *2024–25 Service Delivery Statements*.
2. The former wording of this service standard, "Overall client customer satisfaction with the enabling activities that support agency implementation of the Queensland Procurement Policy engagement in the policy development and implementation process", has been amended to provide clarity about the activities that are provided to clients. The calculation methodology has not changed.

Departmental budget summary

The table below shows the total resources available in 2025–26 from all sources and summarises how resources will be applied by service area and by controlled and administered classifications.

Department of Housing and Public Works ¹	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CONTROLLED			
Income			
Appropriation revenue ²	2,127,990	2,439,747	1,891,703
Other revenue	1,339,029	1,409,152	1,463,461
Total income	3,467,019	3,848,899	3,355,164
Expenses			
Housing, homelessness and youth services	2,292,457	2,623,714	2,403,143
Local Government governance support and administration of funding program	258,409	258,409	..
Office of the Independent Assessor	1,223	1,223	..
Better planning for Queensland	17,906	17,906	..
Building and government accommodation services	981,640	990,074	1,046,296
Procurement policy and enabling services	20,509	21,802	29,293
Corporate Services ³	58,758	59,841	63,113
Total expenses	3,630,902	3,972,969	3,541,845
Operating surplus/deficit	(163,883)⁴	(124,070)⁵	(186,681)⁴
Net assets	24,780,319	26,719,445	27,245,641
ADMINISTERED			
Revenue			
Commonwealth revenue	25,115	25,115	..
Appropriation revenue	92,855	140,607	81,982
Other administered revenue	51,546	44,671	17,330
Total revenue⁶	169,516	210,393	99,312
Expenses			
Transfers to government	26,446	26,446	114
Administered expenses	143,070	183,947	99,198
Total expenses⁶	169,516	210,393	99,312
Net assets	(2,797)	(4,213)	(4,213)

Note:

1. The 2024–25 Adjusted Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.
2. Includes state and Australian Government funding.
3. The cost of internal Corporate Services has been allocated to Service Areas. The amounts shown in the above table for Corporate Services costs mainly represents recoveries from the commercialised business units (QBuild and QFleet) and external departments including the Department of Customer Services, Open Data and Small and Family Business, Queensland Treasury, Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, Department of Trade, Employment and Training, and the Department of Transport and Main Roads for Corporate Services provided by the department on their behalf.

4. The deficit primarily relates to depreciation expenses on the social housing property portfolio.
5. The deficit primarily relates to depreciation expenses on the social housing property portfolio, being partially offset by a revaluation increment on Rental Purchase Plan and Pathway Share Equity Plan assets.
6. The variance between 2024–25 Adjusted Budget and Estimated Actual and the 2025–26 Budget is primarily due to the full year effect of machinery-of-government changes, and due to operational support provided to the Queensland Building and Construction Commission being held centrally by government in 2025–26.

Staffing

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area ¹	2024–25 Adjusted Budget ²	2024–25 Est. Actual ²	2025–26 Budget
Housing, homelessness and youth services	1,722	1,721	1,771
Building and government accommodation services	236	247	255
Procurement policy and enabling services	125	124	124
Total FTEs^{3,4}	2,083	2,092	2,150

Notes:

1. Corporate FTEs are allocated across the service to which they relate.
2. The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.
3. The variance between 2024–25 Adjusted Budget and 2024–25 Estimated Actual primarily reflects the recognition of corporate FTE in support of QBuild's program of work offset by the transfer of FTE to the Department of the Premier and Cabinet for the graduate program.
4. The variance between the 2024–25 Estimated Actual and 2025–26 Budget primarily reflects increases in FTE to support Queensland's Housing Investment Pipeline to deliver 53,500 social and community homes by 2044.

Capital program

The department's capital program for 2025–26 is \$1.532 billion, including capital purchases of \$951.5 million and capital grants of \$580.2 million.

Highlights within Capital Purchases include:

- \$878.9 million to deliver Queensland's Housing Investment Pipeline including \$613.1 million to deliver and upgrade social housing, \$121.8 million to deliver and upgrade First Nations social housing, and \$144 million to deliver and upgrade government employee housing.

Highlights within Capital Grants include:

- \$519.7 million to deliver Queensland's Housing Investment Pipeline in partnership with registered housing providers including \$399.3 million for new and upgraded community housing and \$120.4 million for new and upgraded community housing and land infrastructure development in First Nations communities
- \$60.5 million to eligible homeowners to raise, repair or retrofit their homes to incorporate flood resilient design and materials to reduce the impacts of future flood events.

The table below shows the total capital outlays by the agency in the respective years.

	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
Capital purchases	736,735	839,187	951,464
Capital grants	862,992	932,921	580,193
Total capital outlays	1,599,727	1,772,108	1,531,657

1. The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Further information about the Department of Housing and Public Works capital outlays can be found in *Budget Paper No. 3: Capital Statement*.

Departmental income statement

Controlled income statement

Total revenue is estimated to be \$3.4 billion in 2025–26, a decrease of \$494 million from the 2024–25 Estimated Actual.

Total expenses are estimated to be \$3.5 billion in 2025–26, a decrease of \$431 million from the 2024–25 Estimated Actual.

Both decreases are predominantly due to the full year effect of the machinery-of-government changes, and changes in the timing of delivery of various housing and homelessness initiatives.

The deficits shown primarily relate to depreciation expenses on the social housing property portfolio, noting that this is partially offset by a revaluation increment on Rental Purchase Plan and Pathway Share Equity Plan assets in the 2024–25 Estimated Actual figure.

Administered income statement

For 2025–26, the department will administer funds of \$38.6 million for the Residential Tenancies Authority and \$42.9 million for QBuild. Budgeted Financial Statements for commercial business units and statutory bodies are separately reported within the *2025–26 Service Delivery Statements*.

The department will also administer \$17.2 million in grant payments made in response to natural disasters on behalf of the Queensland Government and the Australian Government, for example, approved accommodation assistance including rental support grants and flexible housing solutions.

Total revenue and expenses are estimated to be \$99.3 million in 2025–26, a decrease of \$111.1 million from the 2024–25 financial year. The decrease is mainly due to the full year effect of the machinery-of-government changes, and due to operational support provided to the Queensland Building and Construction Commission in 2024–25 being currently held centrally by government in 2025–26.

Departmental balance sheet

The department is projecting a net asset position of \$27.246 billion at the end of the 2025–26 financial year. This reflects the department's significant investment in property, plant and equipment of \$28.696 billion that mainly relates to social housing located across Queensland.

Controlled income statement

Department of Housing and Public Works*	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
INCOME			
Appropriation revenue	2,127,990	2,439,747	1,891,703
Taxes
User charges and fees	1,242,044	1,256,117	1,347,941
Royalties and land rents	100	100	100
Grants and other contributions	86,436	92,359	101,620
Interest and distributions from managed funds	4,910	4,910	4,816
Other revenue	4,841	12,993	3,786
Gains on sale/revaluation of assets	698	42,673	5,198
Total income	3,467,019	3,848,899	3,355,164
EXPENSES			
Employee expenses	328,505	345,591	349,944
Supplies and services	1,502,259	1,611,674	1,601,969
Grants and subsidies	1,021,741	1,202,009	749,841
Depreciation and amortisation	679,189	712,535	731,807
Finance/borrowing costs	66,780	68,732	71,058
Other expenses	25,580	25,580	25,878
Losses on sale/revaluation of assets	6,848	6,848	11,348
Total expenses	3,630,902	3,972,969	3,541,845
OPERATING SURPLUS/(DEFICIT)	(163,883)	(124,070)	(186,681)

*The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Controlled balance sheet

Department of Housing and Public Works*	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CURRENT ASSETS			
Cash assets	116,174	208,492	120,583
Receivables	175,093	138,242	161,448
Other financial assets	7,000	7,000	7,000
Inventories	451	338	338
Other	19,460	24,275	25,238
Non-financial assets held for sale	2,301	9,968	9,955
Total current assets	320,479	388,315	324,562
NON-CURRENT ASSETS			
Receivables	94,376	75,823	90,539
Other financial assets	248,716	282,654	278,104
Property, plant and equipment	26,246,681	28,142,388	28,695,505
Intangibles	183,484	133,445	134,237
Other
Total non-current assets	26,773,257	28,634,310	29,198,385
TOTAL ASSETS	27,093,736	29,022,625	29,522,947
CURRENT LIABILITIES			
Payables	198,052	232,657	228,736
Accrued employee benefits	6,849	8,449	8,449
Interest bearing liabilities and derivatives	436,245	427,747	454,829
Provisions	748	(1,835)	2,572
Other	52,511	47,607	47,607
Total current liabilities	694,405	714,625	742,193
NON-CURRENT LIABILITIES			
Payables	32,095	48,142	48,142
Accrued employee benefits
Interest bearing liabilities and derivatives	1,558,653	1,510,201	1,462,593
Provisions	7,070	9,126	4,615
Other	21,194	21,086	19,763
Total non-current liabilities	1,619,012	1,588,555	1,535,113
TOTAL LIABILITIES	2,313,417	2,303,180	2,277,306
NET ASSETS/(LIABILITIES)	24,780,319	26,719,445	27,245,641
EQUITY			
TOTAL EQUITY	24,780,319	26,719,445	27,245,641

*The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Controlled cash flow statement

Department of Housing and Public Works*	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	2,306,320	2,439,014	1,883,800
User charges and fees	1,312,897	1,322,906	1,414,979
Royalties and land rent receipts	100	100	100
Grants and other contributions	86,436	80,969	101,620
Interest and distribution from managed funds received	3,211	3,211	3,242
Taxes
Other	287,267	364,554	356,711
Outflows:			
Employee costs	(329,398)	(346,484)	(349,944)
Supplies and services	(1,602,002)	(1,789,918)	(1,754,812)
Grants and subsidies	(1,023,703)	(1,201,586)	(749,841)
Borrowing costs	(66,780)	(68,732)	(71,058)
Other	(295,275)	(281,528)	(286,686)
Net cash provided by or used in operating activities	679,073	522,506	548,111
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets	19,300	19,300	119,300
Investments redeemed	5,000	5,000	5,000
Loans and advances redeemed	25,544	30,744	33,205
Outflows:			
Payments for non-financial assets	(736,735)	(839,187)	(951,464)
Payments for investments	(450)	(450)	(450)
Loans and advances made	(67,667)	(37,617)	(83,045)
Net cash provided by or used in investing activities	(755,008)	(822,210)	(877,454)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	1,117,111	1,199,164	1,264,543
Appropriated equity injections	1,112,838	1,194,891	1,264,543
Non-appropriated equity injections	4,273	4,273	..
Outflows:			
Borrowing redemptions	(16,281)	(16,281)	(17,072)
Finance lease payments	(421,022)	(425,533)	(459,092)
Equity withdrawals	(514,445)	(541,811)	(546,945)
Appropriated equity withdrawals	(514,445)	(539,676)	(546,945)
Non-appropriated equity withdrawals	..	(2,135)	..
Net cash provided by or used in financing activities	165,363	215,539	241,434
Net increase/(decrease) in cash held	89,428	(84,165)	(87,909)
Cash at the beginning of financial year	190,462	516,950	208,492
Cash transfers from restructure	(163,716)	(224,293)	..
Cash at the end of financial year	116,174	208,492	120,583

*The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Administered income statement

Department of Housing and Public Works*	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
INCOME			
Appropriation revenue	117,970	165,722	81,982
Taxes
User charges and fees	1,331	1,331	114
Royalties and land rents
Grants and other contributions	50,215	43,340	17,216
Interest and distributions from managed funds
Other revenue
Gains on sale/revaluation of assets
Total income	169,516	210,393	99,312
EXPENSES			
Employee expenses
Supplies and services	76,331	108,801	56,568
Grants and subsidies	66,739	75,146	42,630
Depreciation and amortisation
Finance/borrowing costs
Other expenses
Losses on sale/revaluation of assets
Transfers of Administered Revenue to Government	26,446	26,446	114
Total expenses	169,516	210,393	99,312
OPERATING SURPLUS/(DEFICIT)

*The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Administered balance sheet

Department of Housing and Public Works*	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CURRENT ASSETS			
Cash assets	(2,153)	1,184	1,184
Receivables	13	196	196
Other financial assets
Inventories
Other
Non-financial assets held for sale
Total current assets	(2,140)	1,380	1,380
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment
Intangibles
Other
Total non-current assets
TOTAL ASSETS	(2,140)	1,380	1,380
CURRENT LIABILITIES			
Payables	656	5,593	5,593
Transfers to Government payable
Accrued employee benefits	1
Interest bearing liabilities and derivatives
Provisions
Other
Total current liabilities	657	5,593	5,593
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities
TOTAL LIABILITIES	657	5,593	5,593
NET ASSETS/(LIABILITIES)	(2,797)	(4,213)	(4,213)
EQUITY			
TOTAL EQUITY	(2,797)	(4,213)	(4,213)

*The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Administered cash flow statement

Department of Housing and Public Works*	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	673,070	715,178	81,982
User charges and fees	1,331	6,997	114
Royalties and land rent receipts
Grants and other contributions	50,215	43,340	17,216
Interest and distribution from managed funds received
Taxes
Other	(5)	(5)	..
Outflows:			
Employee costs
Supplies and services	(76,331)	(108,823)	(56,568)
Grants and subsidies	(621,728)	(630,135)	(42,630)
Borrowing costs
Other
Transfers to Government	(580,329)	(580,330)	(114)
Net cash provided by or used in operating activities	(553,777)	(553,778)	..
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets
Investments redeemed
Loans and advances redeemed
Outflows:			
Payments for non-financial assets
Payments for investments
Loans and advances made
Net cash provided by or used in investing activities
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	300	300	..
Appropriated equity injections	300	300	..
Non-appropriated equity injections
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals	(300)	(300)	..
Appropriated equity withdrawals
Non-appropriated equity withdrawals	(300)	(300)	..
Net cash provided by or used in financing activities
Net increase/(decrease) in cash held	(553,777)	(553,778)	..
Cash at the beginning of financial year	(2,153)	557,411	1,184
Cash transfers from restructure	553,777	(2,449)	..
Cash at the end of financial year	(2,153)	1,184	1,184

*The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Reporting Entity Financial Statements

Reporting Entity comprises:

- Department of Housing and Public Works (excluding Administered)
- Qfleet (from 1 November 2024)
- QBuild

The machinery-of-government changes effective 1 November 2024, resulted in the transfer of Qfleet from the Department of Energy and Climate (Ceased 1 November) to Department of Housing and Public Works.

Reporting entity income statement

Department of Housing and Public Works*	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
INCOME			
Appropriation revenue	2,127,990	2,439,747	1,891,703
Taxes
User charges and fees	2,231,913	2,483,665	2,657,940
Royalties and land rents	100	100	100
Grants and other contributions	88,181	93,731	103,388
Interest and distributions from managed funds	4,910	4,910	4,816
Other revenue	46,949	49,843	35,880
Gains on sale/revaluation of assets	698	42,673	5,198
Total income	4,500,741	5,114,669	4,699,025
EXPENSES			
Employee expenses	602,409	593,067	663,733
Supplies and services	2,213,059	2,503,544	2,496,523
Grants and subsidies	1,021,741	1,202,009	749,841
Depreciation and amortisation	724,667	763,507	818,354
Finance/borrowing costs	75,071	77,638	87,991
Other expenses	27,146	28,368	28,385
Losses on sale/revaluation of assets	6,848	6,846	11,338
Total expenses	4,670,941	5,174,979	4,856,165
Income tax expense/revenue	(1,522)	18,495	8,862
OPERATING SURPLUS/(DEFICIT)	(168,678)	(78,805)	(166,002)

*The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Reporting entity balance sheet

Department of Housing and Public Works*	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CURRENT ASSETS			
Cash assets	194,970	270,343	190,385
Receivables	302,294	285,332	315,511
Other financial assets	7,000	7,000	7,000
Inventories	10,038	21,867	16,578
Other	106,619	168,387	178,327
Non-financial assets held for sale	2,301	9,968	9,955
Total current assets	623,222	762,897	717,756
NON-CURRENT ASSETS			
Receivables	94,376	75,823	90,539
Other financial assets	248,716	282,654	278,104
Property, plant and equipment	26,658,778	28,601,807	29,159,343
Deferred tax assets	12,772	10,782	14,143
Intangibles	183,607	133,623	134,272
Other
Total non-current assets	27,198,249	29,104,689	29,676,401
TOTAL ASSETS	27,821,471	29,867,586	30,394,157
CURRENT LIABILITIES			
Payables	319,629	415,129	384,931
Current tax liabilities	(2,557)	5,500	(11,468)
Accrued employee benefits	14,792	16,354	18,853
Interest bearing liabilities and derivatives	461,245	427,747	454,829
Provisions	748	(1,836)	2,571
Other	89,458	79,073	86,793
Total current liabilities	883,315	941,967	936,509
NON-CURRENT LIABILITIES			
Payables	32,095	48,142	48,142
Deferred tax liabilities	11,035	14,859	13,795
Accrued employee benefits
Interest bearing liabilities and derivatives	1,823,165	1,814,713	1,817,105
Provisions	7,070	9,126	4,615
Other	21,194	21,086	19,763
Total non-current liabilities	1,894,559	1,907,926	1,903,420
TOTAL LIABILITIES	2,777,874	2,849,893	2,839,929
NET ASSETS/(LIABILITIES)	25,043,597	27,017,693	27,554,228
EQUITY			
TOTAL EQUITY	25,043,597	27,017,693	27,554,228

*The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Reporting entity cash flow statement

Department of Housing and Public Works*	2024–25 Adjusted Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	2,306,320	2,439,014	1,883,800
User charges and fees	2,414,780	2,705,381	2,855,522
Royalties and land rent receipts	100	100	100
Grants and other contributions	88,181	82,341	103,388
Interest and distribution from managed funds received	3,211	3,211	3,242
Taxes
Other	356,829	441,089	430,381
Outflows:			
Employee costs	(602,172)	(596,076)	(662,312)
Supplies and services	(2,463,543)	(2,946,583)	(2,892,919)
Grants and subsidies	(1,023,703)	(1,201,586)	(749,841)
Borrowing costs	(73,959)	(77,525)	(87,642)
Taxation equivalents paid	(15,420)	(35,387)	(30,255)
Other	(309,789)	(306,209)	(315,721)
Net cash provided by or used in operating activities	680,835	507,770	537,743
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets	19,300	19,291	119,300
Investments redeemed	5,000	5,000	5,000
Loans and advances redeemed	25,544	30,744	33,205
Outflows:			
Payments for non-financial assets	(751,596)	(848,030)	(953,982)
Payments for investments	(450)	(450)	(450)
Loans and advances made	(67,667)	(37,617)	(83,045)
Net cash provided by or used in investing activities	(769,869)	(831,062)	(879,972)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings	1,211	50,211	50,000
Equity injections	1,120,657	1,199,464	1,264,543
Appropriated equity injections	1,112,838	1,194,891	1,264,543
Non-appropriated equity injections	7,819	4,573	..
Outflows:			
Borrowing redemptions	(16,281)	(43,784)	(17,072)
Finance lease payments	(421,022)	(425,533)	(459,092)
Equity withdrawals	(514,445)	(541,811)	(546,945)
Appropriated equity withdrawals	(514,445)	(539,676)	(546,945)
Non-appropriated equity withdrawals	..	(2,135)	..
Dividends paid	(13,468)	(25,779)	(29,163)
Net cash provided by or used in financing activities	156,652	212,768	262,271
Net increase/(decrease) in cash held	67,618	(110,524)	(79,958)
Cash at the beginning of financial year	275,246	586,308	270,343
Cash transfers from restructure	(147,894)	(205,441)	..
Cash at the end of financial year	194,970	270,343	190,385

*The 2024–25 Budget and 2024–25 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Commercialised business units

QBuild

Overview

QBuild's vision is to provide customers with the benefits of operating efficiencies, greater value for money and strong business partnerships. To achieve this vision, QBuild's purpose is to deliver state-wide planning, building, maintenance and recovery services that support Queensland Government agencies to deliver their core services to Queenslanders.

QBuild's objectives are to:

- provide state-wide planning, building, maintenance and recovery services
- be the Queensland government's trusted builder and maintenance provider
- support Queensland regional jobs
- build capability by utilising local suppliers and QBuild apprentices.

QBuild contributes to the *Government's objectives for the community*¹ by working to provide *A better lifestyle through a stronger economy* and *A plan for Queensland's future* by:

- supporting Queensland regional jobs utilising local suppliers; and providing immediate response to communities affected by natural disasters and other major events, to ensure government agencies' assets become operational quickly and services are returned to Queenslanders
- training young people in apprenticeships and contributing to a trade-qualified future workforce to deliver construction and maintenance services and assisting the growth of the state's building and construction industry.

Key deliverables

In 2025–26, QBuild will:

- advance our high-quality apprenticeship program and continue to grow our trade-base workforce creating a skilled workforce to deliver government construction and maintenance services and effective natural disaster responses
- work directly with industry to maximise local supplier participation for small and medium business statewide
- ensure a safe work environment for our customers, contractors and the community
- deliver Modern Methods of Construction through QBuild's Rapid Accommodation and Apprenticeship Centres, in partnership with industry, to provide an alternative delivery method to assist with the fast track delivery of much needed homes for vulnerable Queenslanders and essential government workers.

¹ To find out more, go to qld.gov.au and search "government's objectives for the community."

Performance statement

QBuild

Objective

To support Queensland regional jobs and be the trusted building experts for Queensland government agencies, by providing state-wide planning, building, maintenance and recovery services that utilise local suppliers and QBuild apprentices.

Description

QBuild is a commercialised business unit, working in and for communities, including regional areas across Queensland, supporting government agencies with planning, building, maintenance, rebuilding and recovery services whilst committing to the highest standards of workplace health and safety. An asset life cycle management approach to service delivery adds value to boost Queensland's growing communities by providing critical, cost-effective and streamlined services to customer agencies.

Leveraging a strong and skilled workforce, QBuild works directly with industry to maximise local supplier participation and create jobs state-wide through the QBuild apprenticeship program. QBuild's geographic presence enables immediate response to communities affected by natural disasters and other major events, working with government agencies to ensure assets become operational quickly and services are returned to Queenslanders.

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Effectiveness measures			
Overall customer satisfaction ¹	70%
Percentage of outsourced maintenance spend on QBuild's customers' facilities with Local Zone 1 suppliers (based on physical location of contractor's workplace)	80%	80.1%	80%
Percentage of successful QBuild apprentice completions within the financial year	New measure	New measure	70%
Efficiency measures			
Total current assets over total current liabilities	1.66:1	1.65:1	1.66:1
Gross profit as a percentage of revenue generated from work delivered on behalf of QBuild customers ²	6.7%	8.7%	6.7%
Net profit before tax and dividends as a percentage of sales ³	0.6%	2.4%	0.6%
Discontinued measure			
Percentage of successful QBuild apprentice completions ^{4,5}	60%	68%	Discontinued measure

Notes:

1. This is a biennial service standard that measures overall customer satisfaction of QBuild services delivered. There is no 2024–25 Estimated Actual to be reported in the 2025–26 SDS. The next customer satisfaction survey will be conducted in 2025–26.
2. The variance between 2024–25 Target/Estimate and 2024–25 Estimated Actual mainly reflects an increase in the products and services delivered and the related gross profits achieved.
3. The variance between 2024–25 Target/Estimate and 2024–25 Estimated Actual mainly reflects the increase in products and services delivered and business system project costs.
4. This service standard is being discontinued and replaced with a new measure "Percentage of successful QBuild apprentice completions within the financial year" that provides a more concise measure in line with National Centre for Vocational Research calculations. The calculation method is based on actual data rather than predictive or accumulative data and defines the timing (annually) of the measure more accurately.
5. The favourable variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due to higher than industry completion rates.

Budget summary

Staffing¹

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area	2024–25 Budget	2024–25 Est. Actual	2025–26 Budget
QBuild	2,284	2,278	2,449
Total FTEs	2,284	2,278	2,449

Notes:

1. Corporate FTEs are allocated across the service to which they relate.

Capital program

Total capital program for QBuild is \$2.5 million in 2025–26. Program highlights include:

- \$1.9 million to continue office and depot infrastructure upgrades across the State.

The table below shows the total capital outlays by the agency in the respective years.

	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
Capital purchases	14,861	8,843	2,518
Capital grants
Total capital outlays	14,861	8,843	2,518

Further information about QBuild capital outlays can be found in *Budget Paper No. 3: Capital Statement*.

Financial statements

Income statement

Total income in 2025–26 is budgeted to be \$1.742 billion, an increase of \$95.7 million from the 2024–25 Estimated Actuals mainly reflecting anticipated client agencies programs of work.

Total expenses in 2025–26 are budgeted to be \$1.721 billion, an increase of \$112.9 million from the 2024–25 Estimated Actuals reflecting an increase in employee expenses mainly due to growth in QBuild's workforce and anticipated Enterprise Bargaining Agreement increases, as well as an increase in supplies and services mainly due to higher payments to subcontractors reflecting the higher volume of work.

Balance sheet

Net assets in 2025–26 are budgeted at \$178.6 million, an increase of \$7.4 million from the 2024–25 Estimated Actuals mainly due to higher receivables and contract assets associated with the increase in client agencies programs of work.

Income statement

QBuild	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
INCOME			
User charges and fees	1,324,700	1,607,094	1,708,358
Grants and other contributions	1,918	1,372	1,768
Interest and distributions from managed funds
Other revenue	43,499	38,148	32,184
Gains on sale/revaluation of assets
Total income	1,370,117	1,646,614	1,742,310
EXPENSES			
Employee expenses	268,789	242,888	306,360
Supplies and services	1,090,430	1,361,292	1,409,716
Grants and subsidies
Depreciation and amortisation	1,687	1,460	2,809
Finance/borrowing costs
Other expenses	1,522	2,661	2,373
Losses on sale/revaluation of assets	..	(2)	(10)
Total expenses	1,362,428	1,608,299	1,721,248
Income tax expense/revenue	2,307	11,494	6,318
OPERATING SURPLUS/(DEFICIT)	5,382	26,821	14,744

Balance sheet

QBuild	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CURRENT ASSETS			
Cash assets	73,706	56,722	50,224
Receivables	147,322	179,159	191,097
Other financial assets
Inventories	2,499
Other	80,156	137,261	145,884
Non-financial assets held for sale
Total current assets	303,683	373,142	387,205
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment	19,854	12,807	12,659
Deferred tax assets	12,766	10,776	14,137
Intangibles	123	178	35
Other
Total non-current assets	32,743	23,761	26,831
TOTAL ASSETS	336,426	396,903	414,036
CURRENT LIABILITIES			
Payables	142,493	191,618	191,559
Current tax liabilities	477	1,146	811
Accrued employee benefits	7,797	7,759	10,254
Interest bearing liabilities and derivatives
Provisions	..	(1)	(1)
Other	31,987	25,055	32,775
Total current liabilities	182,754	225,577	235,398
NON-CURRENT LIABILITIES			
Payables
Deferred tax liabilities	329	80	20
Accrued employee benefits
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities	329	80	20
TOTAL LIABILITIES	183,083	225,657	235,418
NET ASSETS/(LIABILITIES)	153,343	171,246	178,618
EQUITY			
TOTAL EQUITY	153,343	171,246	178,618

Cash flow statement

QBuild	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
User charges and fees	1,422,889	1,692,840	1,810,429
Grants and other contributions	1,918	1,372	1,768
Interest and distribution from managed funds received
Other	60,738	60,455	53,911
Outflows:			
Employee costs	(267,759)	(244,950)	(304,943)
Supplies and services	(1,201,321)	(1,465,798)	(1,537,280)
Grants and subsidies
Borrowing costs
Taxation equivalents paid	(5,943)	(23,889)	(10,074)
Other	(3,208)	(7,481)	(4,381)
Net cash provided by or used in operating activities	7,314	12,549	9,430
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets	..	(9)	..
Investments redeemed
Loans and advances redeemed
Outflows:			
Payments for non-financial assets	(14,861)	(8,843)	(2,518)
Payments for investments
Loans and advances made
Net cash provided by or used in investing activities	(14,861)	(8,852)	(2,518)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	3,546	300	..
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals
Dividends paid	(7,077)	(16,633)	(13,410)
Net cash provided by or used in financing activities	(3,531)	(16,333)	(13,410)
Net increase/(decrease) in cash held	(11,078)	(12,636)	(6,498)
Cash at the beginning of financial year	84,784	69,358	56,722
Cash transfers from restructure
Cash at the end of financial year	73,706	56,722	50,224

QFleet

Overview

QFleet's vision is to be a trusted partner in fleet management providing whole-of-government fleet solutions and services that are fit-for-purpose, safe and environmentally responsible.

QFleet's purpose is to provide efficient, value for money fleet services enabling Queensland Government agencies to safely deliver essential services to local communities. QFleet will mitigate the environmental impact of the government fleet by reducing tailpipe emissions of the entire QFleet fleet.

QFleet's objectives are:

- To reduce tailpipe emissions of the entire QFleet fleet year on year to achieve ten per cent reduction by 2030
- Invest in technologies that enable self-service and support whole-of-government reporting
- Support driver safety in the workplace.

QFleet contributes to the *Government's objectives for the community*¹ by working to provide *A better lifestyle through a stronger economy* and *A plan for Queensland's future* by innovating the government fleet to reduce environmental impact, provide cost effective, fit-for-purpose fleet solutions that supports the safe delivery of essential services to Queenslanders.

Key deliverables

In 2025–26, QFleet will:

- commence delivery of the *QFleet Vehicle Emission Reduction Strategy 2025–2030* to achieve an overall reduction of QFleet leased vehicle tail-pipe emissions. QFleet customers will have a greater choice of vehicles to meet their operational requirements while still delivering meaningful emissions reductions. The new strategy reflects the real-world challenges of vehicle deployment and provides more time for development of the infrastructure needed to underpin long-term change
- introduce low emission vehicle options and rationalise available vehicle selection against Minimum Specification requirements including CO₂/km emissions. The Queensland Government's broader approach to cutting vehicle emissions across its entire fleet will have a bigger impact on total CO₂ emissions and give public servants more freedom to purchase the type of QFleet vehicles they need to provide services to Queensland communities. QFleet now includes electric, hybrid, and plug-in hybrid vehicles in its vehicle selection, aiming for lower overall emissions by having a broader range of vehicles for customers to choose from.

¹ To find out more, go to qld.gov.au and search "government's objectives for the community."

Performance statement

QFleet¹

Objective

To provide a central pool of expertise in fleet management and fleet management services, to enable government and government-funded organisations to safely deliver frontline services to the community. Support Queensland to achieve its emission reduction targets by leading the Queensland Government's transition to electric vehicles.

Description

QFleet is a commercialised business unit and is responsible for whole-of-government fleet management and advisory services. These services include vehicle procurement and contract management, fleet advisory services to public sector departments, as well as government-funded organisations, in-service maintenance, accident management, end-of-life repairs and vehicle remarketing.

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Effectiveness measures			
Percentage of QFleet vehicles with 5-star ANCAP safety rating	90%	93%	90%
Fleet vehicle utilisation compared to agreed leased parameters ²	90%	75%	90%
Efficiency measures			
Total current assets over total current liabilities ³	0.83:1	0.99:1	4.37:1
Financial return as a percentage of total net assets ⁴	4.2%	13.6%	5.4%
Total net debt as a percentage of total capital ⁵	72.3%	70.3%	72.1%

Notes:

1. Due to machinery-of-government changes, effective from 1 November 2024, this Centralised Business Unit has transferred to the Department of Housing and Public Works. It was previously presented in the former Department of Energy and Climate *2024–25 Service Delivery Statements*.
2. The variance between 2024–25 Target/Estimate and the 2024–25 Estimated Actual is due to agency vehicle usage being lower than the lease package. QFleet is working with agencies to review the terms of their lease package to align with actual use and flexible work arrangements.
3. This measure reflects the ability to meet short-term debt obligations, based on estimates of business operating assets and liabilities at a point in time by comparing the level of current assets to current liabilities. The variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is mainly due to movements in inventory and payables relating to vehicle purchases, taxation and dividends due to a higher estimated operating surplus offset by repayment of short-term borrowings. The variance between the 2024–25 Estimated Actual and the 2025–26 Target/Estimate is due to a lower number of vehicles being replaced during 2025–26 with flow on impacts to increased cash, a reduction in vehicles held for sale and lower payables at 30 June 2026 and a reduction in the provision for taxation and dividends due to a lower anticipated operating surplus in 2025–26.
4. The variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is mainly due to a higher operating surplus achieved than budgeted. The adjusted 2025–26 Target/Estimate is mainly due to a lower operating surplus anticipated in 2025–26 mainly due to a decrease in forecast proceeds on sale of motor vehicles and an increase in depreciation.
5. The variance between the 2024–25 Target/Estimate and the 2024–25 Estimated Actual is mainly due to a higher estimated operating surplus after tax and dividend resulting in higher equity. The adjusted 2025–26 Target/Estimate is mainly due to a lower anticipated operating surplus in 2025–26 and new borrowings to finance vehicle purchases in 2025–26.

Budget summary

Staffing¹

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area	2024–25 Budget	2024–25 Est. Actual	2025–26 Budget
QFleet	39	39	39
Total FTEs	39	39	39

Notes:

- 1. Corporate FTEs are allocated across the service to which they relate.

Financial statements

Income statement

Total income in 2025–26 is \$243.2 million, a decrease of \$9.6 million from the 2024–25 Estimated Actuals mainly due to lower proceeds on sale of vehicles due to a decrease in the number of vehicles budgeted for sale and anticipated market movements in 2025–26, offset by higher lease revenue from an increase in the average monthly lease rate.

Total expenses are budgeted to be \$234.7 million, an increase of \$25.6 million from the 2024–25 Estimated Actuals mainly reflecting an increase in depreciation, an increase in other supplies and services due to a higher written down value of vehicles budgeted for sale reflecting anticipated market movements in 2025–26 and an increase in finance and borrowing costs reflecting higher interest rates and borrowing levels.

Balance sheet

Net assets in 2025–26 are budgeted at \$130.0 million which is consistent with the 2024–25 Estimated Actual.

Income statement

QFleet	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
INCOME			
User charges and fees	191,684	252,252	242,721
Grants and other contributions
Interest and distributions from managed funds
Other revenue	424	517	462
Gains on sale/revaluation of assets
Total income	192,108	252,769	243,183
EXPENSES			
Employee expenses	7,315	6,788	7,429
Supplies and services	102,543	117,861	126,470
Grants and subsidies
Depreciation and amortisation	65,883	71,604	83,738
Finance/borrowing costs	12,161	12,776	16,933
Other expenses	85	168	134
Losses on sale/revaluation of assets
Total expenses	187,987	209,197	234,704
Income tax expense/revenue	1,236	12,066	2,544
OPERATING SURPLUS/(DEFICIT)	2,885	31,506	5,935

Balance sheet

QFleet	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CURRENT ASSETS			
Cash assets	5,090	5,129	19,578
Receivables	14,365	18,408	18,010
Other financial assets
Inventories	7,088	21,529	16,240
Other	7,003	6,851	7,205
Non-financial assets held for sale
Total current assets	33,546	51,917	61,033
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment	392,243	446,612	451,179
Deferred tax assets	6	6	6
Intangibles
Other
Total non-current assets	392,249	446,618	451,185
TOTAL ASSETS	425,795	498,535	512,218
CURRENT LIABILITIES			
Payables	13,570	41,331	19,680
Current tax liabilities	(3,034)	4,354	(12,279)
Accrued employee benefits	146	146	150
Interest bearing liabilities and derivatives	25,000
Provisions
Other	4,960	6,411	6,411
Total current liabilities	40,642	52,242	13,962
NON-CURRENT LIABILITIES			
Payables
Deferred tax liabilities	10,706	14,779	13,775
Accrued employee benefits
Interest bearing liabilities and derivatives	264,512	304,512	354,512
Provisions
Other
Total non-current liabilities	275,218	319,291	368,287
TOTAL LIABILITIES	315,860	371,533	382,249
NET ASSETS/(LIABILITIES)	109,935	127,002	129,969
EQUITY			
TOTAL EQUITY	109,935	127,002	129,969

Cash flow statement

QFleet	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
User charges and fees	210,008	279,198	266,627
Grants and other contributions
Interest and distribution from managed funds received
Other	20,718	27,974	20,311
Outflows:			
Employee costs	(7,310)	(6,937)	(7,425)
Supplies and services	(235,135)	(324,160)	(237,892)
Grants and subsidies
Borrowing costs	(10,728)	(12,342)	(16,584)
Taxation equivalents paid	(12,409)	(14,430)	(20,181)
Other	(19,317)	(25,209)	(24,654)
Net cash provided by or used in operating activities	(54,173)	(75,906)	(19,798)
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets
Investments redeemed
Loans and advances redeemed
Outflows:			
Payments for non-financial assets
Payments for investments
Loans and advances made
Net cash provided by or used in investing activities
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings	58,000	107,000	50,000
Equity injections
Outflows:			
Borrowing redemptions	..	(27,503)	..
Finance lease payments
Equity withdrawals
Dividends paid	(6,391)	(9,146)	(15,753)
Net cash provided by or used in financing activities	51,609	70,351	34,247
Net increase/(decrease) in cash held	(2,564)	(5,555)	14,449
Cash at the beginning of financial year	7,654	10,684	5,129
Cash transfers from restructure
Cash at the end of financial year	5,090	5,129	19,578

Statutory bodies

Queensland Building and Construction Commission

Overview

The Queensland Building and Construction Commission's (QBCC) vision is a thriving and resilient building and construction industry, inspiring confidence and supporting sustainable social, environmental, and economic outcomes for Queenslanders. To achieve this vision, the QBCC's purpose is to deliver excellence in regulatory services to reduce risk and offer protection from harm.

The QBCC's objectives are to:

- support a strong, safe and sustainable industry through responsive regulatory activity to reduce risk and harm
- enhance the customer experience through improved interactions, advice and decisions that are clearly communicated, transparent and timely
- educate and inform customers and stakeholders to support continuous quality improvement
- be a sustainable and digitally enabled organisation.

The QBCC contributes to the *Government's objectives for the community*¹ by working to provide *Safety where you live*, *A better lifestyle through a stronger economy*, and *A plan for Queensland's future* by:

- ensuring compliance across the building and construction sector through effective regulation and enforcement that protects home owners, licensees, and the broader community
- supporting a strong and sustainable economy through fostering a fair and competitive industry, reducing financial and operational risks associated with defective building work, and promoting best practices
- strengthening industry capability and consumer awareness through education, training, and clear communication that empower individuals to meet and exceed regulatory standards
- driving innovation and continuous improvement through embracing digital advancements to support data-driven decision making and enhance regulatory services
- delivering an effective and high-performing organisation that upholds integrity, accountability, and transparency in all regulatory activities.

Through these commitments, the QBCC ensures that Queensland's building and construction industry remains resilient and well positioned for the future.

Key deliverables

In 2025–26, the QBCC will implement organisational reforms to sharpen its focus on delivering customer facing outcomes and reforming its operations to optimise its core services. It will accelerate its digital transformation and prioritise action that delivers on the feedback received from its stakeholder groups. It will do this by:

- delivering frontline process improvements across critical service areas
- continuing to identify at risk companies, intervene early and work to support industry financial stability and minimise risk to consumers
- improving customer experience through the implementation of initiatives that leverage customer research and data analysis
- implementing the Queensland Government's policy reform agenda, including the Building Regulation Renovation reforms to simplify and streamline the building process in Queensland
- implementing digital enhancements that modernise information systems, streamline and improve customer interactions
- advancing the development of the QBCC Regulatory Academy to strengthen regulatory decisions

¹ To find out more, go to [qld.gov.au](https://www.qld.gov.au) and search "government objectives for the community".

- optimising access to information and educational resources
- continuing to implement initiatives that support the Regulatory Assurance Framework and enhance the quality of regulatory decisions.

Performance statement

Queensland Building and Construction Commission

Objective

To uphold the standards of the Queensland building and construction industry and protect consumers through delivering effective regulatory and home warranty insurance services.

Description

The QBCC is a statutory body established under the *Queensland Building and Construction Commission Act 1991* (QBCC Act) to regulate the building industry. The key services delivered by the QBCC include:

- Licensing – issuing and maintaining licences for building and trade contractors, plumbers and drainers, certifiers and pool safety inspectors
- Education and engagement – providing tailored education, information and advice to licensees, home owners and industry stakeholders
- Regulation – conducting proactive regulatory activities to monitor, enforce and promote compliance with legislative obligations
- Dispute resolution – providing dispute resolution services for complaints about issues that arise during building and construction
- Home warranty insurance management – managing the Queensland Home Warranty Scheme for eligible residential construction work
- Adjudication services – providing adjudication services to resolve disputes over progress payments and financial obligations in construction projects.

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Effectiveness measures			
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	65%	65%	65%
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal ^{1,2}	7%	12%	10%
Percentage of category 4–7 licensee regulatory action cases that result in an improved position to meet the minimum financial requirements for sustainable operation ^{3,4}	80%	88%	80%
Percentage of non-compliant plumbing and drainage licensees achieving compliance with notifiable work requirements upon a subsequent re-audit	New measure	New measure	75%
Percentage of complaints about undisputed monies owed that result in individuals receiving full payment after QBCC involvement	New measure	New measure	50%
Efficiency measure			
Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> ⁵	\$1,500	\$1,552	\$1,712
Discontinued measures			
Cost of recovering \$1.00 of funds owed to creditors ^{6,7}	\$0.55	\$0.89	Discontinued measure
Percentage of early dispute resolution cases finalised within 28 days ^{8,9}	80%	90%	Discontinued measure

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Average number of days to process licence applications ^{8,10}	30 days	34 days	Discontinued measure
Percentage of owner builder permits approved within 15 working days ⁸	90%	90%	Discontinued measure
Percentage of adjudication applications referred to an adjudicator within 4 business days ^{8,11}	100%	99%	Discontinued measure
Percentage of insurance claims for defective work assessed and response provided within 35 business days ^{8,12}	35%	95%	Discontinued measure
Average processing time for an early dispute resolution case ^{8,9}	28 working days	17 working days	Discontinued measure
Average approval time for defects claims less than \$20,000 ^{8,12}	50 working days	25 working days	Discontinued measure
Percentage of internal review applicants contacted within 2 business days ⁸	95%	97%	Discontinued measure

Notes:

1. The variance between the 2024–25 Estimated Actual and 2024–25 Target/Estimate is due to a consistent increase in review applications where the QBCC is a Respondent; a projected 20 per cent rise in QCAT outcomes for the financial year, driven by more matters proceeding to hearing and an influx of reserved decisions from previous financial years; and QCAT's ability to consider new evidence that was not presented to the original decision maker.
2. The 2025–26 Target/Estimate is based on the increase in QCAT review matters is expected to continue into the next financial year; approximately 500 cases remain active before the Tribunal, many of which have been ongoing for several years; and a substantial number of reserved decisions are expected to be received in the upcoming financial year.
3. The wording of this service standard has been amended to more clearly communicate the key factors being measured. It was previously worded "Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action" in the *2024–25 Service Delivery Statements*. The calculation methodology has not changed.
4. The variance between the 2024–25 Estimated Actual and 2024–25 Target/Estimate is driven by an increase in the QBCC's delivery of regulatory actions against licensees who did not meet the Minimum Financial Requirements (MFR) Regulation based on their annual reporting lodged in December 2024. The regulatory action required licensees to demonstrate compliance with the MFR within 21 days.
5. The 2025–26 Target/Estimate is based on increases in projected organisational spending on digital enhancements aimed at simplifying customer interactions with the QBCC for licensing needs and streamlining its digital systems to improve efficiency, accessibility and overall customer experience.
6. This service standard has been discontinued because it is outside of the QBCC's authority to directly recover funds owed to subcontractors. Consequently, the data reported for this measure do not accurately reflect the QBCC's efficiency in resolving disputes over owed payments. A replacement measure '*Percentage of undisputed monies owed complaints that lead to individuals receiving full payment as a result of QBCC involvement*' has been introduced for 2025–26, which provides a more accurate assessment of the effectiveness of the QBCC's intervention in improving licensee compliance with the Minimum Financial Requirements Regulation and payment of debts owed to individuals before resorting to licence cancellation.
7. The variance between the 2024–25 Estimated Actual and 2024–25 Target/Estimate is driven by a decrease in the number of complaints and a reduction in the amounts returned to creditors compared to previous years.
8. This service standard has been discontinued as it is a measure of activity and does not meet the requirements of the *Queensland Government Performance Management Framework* policy as a measure of effectiveness or efficiency. The service standard will be monitored and reported internally.
9. The variance between the 2024–25 Estimated Actual and 2024–25 Target/Estimate is driven by a reduction in the number of cases requiring complex investigation. While the QBCC has no control over the complexity of its received cases, continued positive performance is likely to continue into the next financial year if the current trend of reduction in complex cases received continues.
10. The variance between the 2024–25 Estimated Actual and 2024–25 Target/Estimate is due to increased complexities in assessing applications against minimum financial requirements, additional interactions with applicants to gather missing information, and the reopening of cases following QCAT decisions.
11. The variance between the 2024–25 Estimated Actual and 2024–25 Target/Estimate is due to isolated technical issues affecting submission processes and human error. Procedures have been reviewed, and changes implemented, to ensure the QBCC continues striving to meet the target of referring all adjudication application to the adjudicator within the legislated timeframe.
12. The variance between the 2024–25 Estimated Actual and 2024–25 Target/Estimate is driven by the QBCC's implementation of the Claims Management Improvement Project, which has enhanced digital and case management functions for handling claims. The calculation methodology for 2024–25 Target/Estimate and 2024–25 Estimated Actual to include declined claims has also contributed to this strong performance and is expected to continue to contribute to the strong performance of this measure in the future. Note that only claims opened after 1 July 2024 are included in 2024–25 reporting.

Budgeted summary

Staffing

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area	2024–25 Budget	2024–25 Est. Actual	2025–26 Budget
QBCC	778	765	765
Total FTEs	778	765	765

Capital program

The QBCC is relocating multiple office locations across Queensland due to end of lease arrangements and the existing sites not meeting the needs of our customers and people. The capital investment is to ensure the successful roll out of improved ways of working which will result in a smaller footprint than required under the former ways of working.

The table below shows the total capital outlays by the agency in the respective years.

	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
Capital purchases	5,745	4,595	7,176
Capital grants
Total capital outlays	5,745	4,595	7,176

Further information about the Queensland Building and Construction Commission's capital outlays can be found in *Budget Paper No. 3: Capital Statement*.

Financial statements

Income statement

The budget income for 2025–26 is \$388.5 million, a decrease of \$55.1 million from the Estimated Actuals for the 2024–25 financial year. Income is lower as licence fee income is forecast to be lower due to the timing of multi-year licence renewal, and the Queensland government provided funding support in 2024–25, while funding support for 2025–26 is held centrally. The 2025–26 deficit does not account for this centrally held support – with the underlying deficit reflecting the QBCC’s existing operating model.

The budgeted expenses for 2025–26 is \$397.7 million, an increase of \$15.4 million from the Estimate Actuals for the 2024–25 financial year. In 2025–26, the QBCC will improve customer service and continue to move towards an outcomes-driven regulator through digital enhancements and focus on people. This investment has a minor increase in cost for digital enhancements as well as increase in cost for employees. The QBCC will continue to fill established roles in a challenging employment market.

Balance sheet

The net asset position is estimated to be \$292.6 million at 30 June 2026 from an estimated position of \$301.7 million in 2024–25. The decrease is expected to be in cash assets due to the deficit forecasted for 2025–26.

Income statement

Queensland Building and Construction Commission	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
INCOME			
Taxes
User charges and fees	203,783	239,794	225,490
Grants and other contributions
Interest and distributions from managed funds	3,924	13,855	13,367
Other revenue	125,342	167,575	124,768
Gains on sale/revaluation of assets	13,021	22,367	24,910
Total income	346,070	443,591	388,535
EXPENSES			
Employee expenses	114,125	107,673	121,245
Supplies and services	61,386	60,905	75,841
Grants and subsidies
Depreciation and amortisation	4,559	4,614	3,872
Finance/borrowing costs	71	71	15
Other expenses	140,880	142,074	129,088
Losses on sale/revaluation of assets	68,163	66,943	67,633
Total expenses	389,184	382,280	397,694
OPERATING SURPLUS/(DEFICIT)	(43,114)	61,311	(9,159)

Balance sheet

Queensland Building and Construction Commission	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CURRENT ASSETS			
Cash assets	(14,127)	53,692	(47,859)
Receivables	94,294	66,840	74,165
Other financial assets	526,813	632,216	722,749
Inventories
Other	16,778	18,549	20,196
Non-financial assets held for sale
Total current assets	623,758	771,297	769,251
NON-CURRENT ASSETS			
Receivables	104,263	91,219	100,260
Other financial assets
Property, plant and equipment	10,485	8,444	12,949
Intangibles	9	10	..
Other
Total non-current assets	114,757	99,673	113,209
TOTAL ASSETS	738,515	870,970	882,460
CURRENT LIABILITIES			
Payables	66,067	72,354	76,460
Accrued employee benefits	17,936	14,365	14,330
Interest bearing liabilities and derivatives	2,152	2,191	143
Provisions	129,917	107,839	107,793
Other	66,368	61,408	61,419
Total current liabilities	282,440	258,157	260,145
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits	12,915	13,561	14,575
Interest bearing liabilities and derivatives	158	154	11
Provisions	300,619	297,383	315,173
Other
Total non-current liabilities	313,692	311,098	329,759
TOTAL LIABILITIES	596,132	569,255	589,904
NET ASSETS/(LIABILITIES)	142,383	301,715	292,556
EQUITY			
TOTAL EQUITY	142,383	301,715	292,556

Cash flow statement

Queensland Building and Construction Commission	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
User charges and fees	142,341	173,665	150,543
Grants and other contributions
Interest and distribution from managed funds received	3,924	13,855	13,367
Taxes
Other	122,192	164,424	115,727
Outflows:			
Employee costs	(108,192)	(104,365)	(120,266)
Supplies and services	(67,726)	(60,913)	(78,522)
Grants and subsidies
Borrowing costs	(71)	(71)	(15)
Other	(119,500)	(118,550)	(106,204)
Net cash provided by or used in operating activities	(27,032)	68,045	(25,370)
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets	919	489	(669)
Investments redeemed	318
Loans and advances redeemed
Outflows:			
Payments for non-financial assets	(5,745)	(4,595)	(7,176)
Payments for investments	(5,597)	(44,411)	(66,145)
Loans and advances made
Net cash provided by or used in investing activities	(10,105)	(48,517)	(73,990)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections
Outflows:			
Borrowing redemptions
Finance lease payments	(4,076)	(4,302)	(2,191)
Equity withdrawals
Net cash provided by or used in financing activities	(4,076)	(4,302)	(2,191)
Net increase/(decrease) in cash held	(41,213)	15,226	(101,551)
Cash at the beginning of financial year	27,086	38,466	53,692
Cash transfers from restructure
Cash at the end of financial year	(14,127)	53,692	(47,859)

Statutory bodies

Residential Tenancies Authority

Overview

The Residential Tenancies Authority (RTA) has a vision to ensure that renting works for everyone. The RTA's purpose is to provide fair, valued and impactful rental regulation, legislative information and support services.

The RTA's objectives are to:

- Differentiated services and experiences
- Extend positive influence and impact in the rental sector
- Sustainable and contemporary organisation
- Digitally transformed internal and external service provision.

The RTA contributes to the *Government's objectives for the community*¹ by working to provide *A better lifestyle through a stronger economy* and *A plan for Queensland's future* by digitally transforming internal and external service provision, providing differentiated services and experiences, and extending positive influence and impact in the rental sector.

Key deliverables

In 2025–26, the Residential Tenancies Authority will:

- work with the Queensland Government and stakeholders in the rental industry to support tenants, property owners and managers to understand their obligations under recent rental law changes
- uphold compliance with the *Residential Tenancies and Rooming Accommodation Act 2008*, including through the delivery of the Compliance and Enforcement Plan 2024–26
- fulfill the RTA's Strategic Plan 2022–26 by delivering internal and external digital transformation and differentiated services and experiences through a sustainable and contemporary organisation.

¹ To find out more, go to [qld.gov.au](https://www.qld.gov.au) and search “government’s objectives for the community.”

Performance statement

Residential Tenancies Authority

Objective

Enhance customer service delivery and experiences, regulate and influence the residential rental sector and transform digital service provision.

Description

The Residential Tenancies Authority (RTA):

- offers a range of services to uphold fairness, integrity and balance within the residential rental sector and empower Queenslanders to make informed renting choices
- provides tailored tenancy information, support, targeted information on legislation, and bond management services, and offers a free dispute resolution service to help parties resolve tenancy issues in a cost-effective manner and avoid legal action
- investigates alleged offences under the Residential Tenancies and Rooming Accommodation Act 2008 with the aim to prevent repeat offending and improve compliance
- monitors rental data and trends and works with all sector groups including tenants, property managers and owners, community and industry stakeholder groups and the Queensland Government to inform and support positive renting outcomes.

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Effectiveness measures			
Proportion of disputes resolved after parties participated in the conciliation process ¹	70%	77.4%	70%
Overall client satisfaction with the Residential Tenancies Authority Contact Centre ²	75%	83%	75%
Efficiency measure			
Total operational cost for Residential Tenancies Authority output (excluding grants) as a proportion of the value of bonds held	3.7%	3.7%	3.7%

Notes:

1. The favourable variance between the 2024–25 Target/Estimate and 2024–25 Estimated Actual is due to the RTA's ongoing commitment to adapting to changing customer needs, optimising work practices and upskilling within the dispute resolution team.
2. The favourable variance between the 2024–25 Target/Estimate and 2024–25 Estimated Actual is due to the RTA's continued focus on average speed of answer, along with ensuring staff are knowledgeable and well-informed.

Budgeted summary

Staffing

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area	2024–25 Budget	2024–25 Est. Actual	2025–26 Budget
Residential Tenancies Authority	260	260	260
Total FTEs	260	260	260

Financial statements

Income statement

In 2025–26, total expenses are estimated to be \$52.9 million, a decrease of \$12.1 million compared to the 2024–25 budget and a decrease in deficit. The RTA has undertaken a revision of costs and implemented reductions of operating expenses and updating timings of the delivery of mandatory projects and initiatives required to deliver the RTA's strategic plan. This has reduced the budgeted deficit by \$11.4 million.

In 2025–26, total income is estimated to be \$40.6 million due to less interest income and smaller specific grants for rental law reform implementation.

Balance sheet

By the end of 2025–26, the RTA forecast a net liability position of \$14.3 million relating to operational liabilities. This position is due to continued brought forward deficits from funding not meeting expenses and a reduction in the RTA cash reserves. The RTA has begun a process of expense management as noted with the budget reduction in 2025–26. The rental bond assets of \$1.476 billion directly fund the associated rental bond liability of \$1.476 billion and are not impacted by the net liability position.

Income statement

Residential Tenancies Authority	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
INCOME			
Taxes
User charges and fees
Grants and other contributions	37,505	40,237	40,245
Interest and distributions from managed funds	792	1,016	311
Other revenue
Gains on sale/revaluation of assets
Total income	38,297	41,253	40,556
EXPENSES			
Employee expenses	37,954	38,485	35,473
Supplies and services	21,110	22,974	16,794
Grants and subsidies
Depreciation and amortisation	3,370	2,895	68
Finance/borrowing costs
Other expenses	600	600	530
Losses on sale/revaluation of assets	20	20	20
Total expenses	63,054	64,974	52,885
OPERATING SURPLUS/(DEFICIT)	(24,757)	(23,721)	(12,329)

Balance sheet

Residential Tenancies Authority	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CURRENT ASSETS			
Cash assets	1,347,589	1,387,634	1,475,762
Receivables	340	158	125
Other financial assets
Inventories
Other	379	34	515
Non-financial assets held for sale
Total current assets	1,348,308	1,387,826	1,476,402
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment	111	111	53
Intangibles	10	14	4
Other	69
Total non-current assets	190	125	57
TOTAL ASSETS	1,348,498	1,387,951	1,476,459
CURRENT LIABILITIES			
Payables	1,348,246	1,383,519	1,484,314
Accrued employee benefits	5,468	4,949	4,941
Interest bearing liabilities and derivatives
Provisions
Other
Total current liabilities	1,353,714	1,388,468	1,489,255
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits	1,852	1,489	1,539
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities	1,852	1,489	1,539
TOTAL LIABILITIES	1,355,566	1,389,957	1,490,794
NET ASSETS/(LIABILITIES)	(7,068)	(2,006)	(14,335)
EQUITY			
TOTAL EQUITY	(7,068)	(2,006)	(14,335)

Cash flow statement

Residential Tenancies Authority	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
User charges and fees
Grants and other contributions	37,505	40,237	40,245
Interest and distribution from managed funds received	852	1,029	327
Taxes
Other	26	180	(3)
Outflows:			
Employee costs	(36,069)	(37,754)	(35,431)
Supplies and services	(21,131)	(22,417)	(17,275)
Grants and subsidies
Borrowing costs
Other	77,447	115,228	100,265
Net cash provided by or used in operating activities	58,630	96,503	88,128
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets
Investments redeemed
Loans and advances redeemed
Outflows:			
Payments for non-financial assets
Payments for investments
Loans and advances made
Net cash provided by or used in investing activities
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals
Net cash provided by or used in financing activities
Net increase/(decrease) in cash held	58,630	96,503	88,128
Cash at the beginning of financial year	1,288,959	1,291,131	1,387,634
Cash transfers from restructure
Cash at the end of financial year	1,347,589	1,387,634	1,475,762

Glossary of terms

Accrual accounting	Recognition of economic events and other financial transactions involving revenue, expenses, assets, liabilities and equity as they occur and reporting in financial statements in the period to which they relate, rather than when a flow of cash occurs.
Administered items	Assets, liabilities, revenues and expenses an entity administers, without discretion, on behalf of the government.
Agency/entity	Used generically to refer to the various organisational units within government that deliver services or otherwise service government objectives. The term can include departments, commercialised business units, statutory bodies or other organisations established by Executive decision.
Appropriation	Funds issued by the Treasurer, under Parliamentary authority, to departments during a financial year for: <ul style="list-style-type: none"> • delivery of agreed services • administered items • adjustment of the government's equity in agencies, including acquiring of capital.
Balance sheet	A financial statement that reports the assets, liabilities and equity of an entity as at a particular date.
Capital	A term used to refer to an entity's stock of assets and the capital grants it makes to other agencies. Assets include property, plant and equipment, intangible items and inventories that an entity owns/controls and uses in the delivery of services.
Cash flow statement	A financial statement reporting the cash inflows and outflows for an entity's operating, investing and financing activities in a particular period.
Controlled Items	Assets, liabilities, revenues and expenses that are controlled by departments. These relate directly to the departmental operational objectives and arise at the discretion and direction of that department.
Depreciation	The periodic allocation of the cost of physical assets, representing the amount of the asset consumed during a specified time.
Equity	Equity is the residual interest in the assets of the entity after deduction of its liabilities. It usually comprises the entity's accumulated surpluses/losses, capital injections and any reserves.
Equity injection	An increase in the investment of the government in a public sector agency.
Financial statements	Collective description of the income statement, the balance sheet and the cash flow statement for an entity's controlled and administered activities.
Income statement	A financial statement highlighting the accounting surplus or deficit of an entity. It provides an indication of whether the entity has sufficient revenue to meet expenses in the current year, including non-cash costs such as depreciation.
Outcomes	Whole-of-government outcomes are intended to cover all dimensions of community wellbeing. They express the current needs and future aspirations of communities, within a social, economic and environment context.
Own-source revenue	Revenue that is generated by an agency, generally through the sale of goods and services, but it may also include some Commonwealth funding.
Priorities	Key policy areas that will be the focus of government activity.
Services	The actions or activities (including policy development) of an agency which contribute to the achievement of the agency's objectives.
Service area	Related services grouped into a high level service area for communicating the broad types of services delivered by an agency.
Service standard	Define a level of performance that is expected to be achieved appropriate for the service area or service. Service standards are measures of efficiency or effectiveness.

