



SERVICE DELIVERY STATEMENTS

Department of Housing



2023–24 Queensland Budget Papers

1. Budget Speech

2. Budget Strategy and Outlook

3. Capital Statement

4. Budget Measures

Service Delivery Statements

Appropriation Bills

Budget Overview

Regional Action Plans

The budget papers are available online at budget.qld.gov.au

© The State of Queensland (Queensland Treasury) 2023

Copyright

This publication is protected by the Copyright Act 1968

Licence

This document is licensed by the State of Queensland (Queensland Treasury) under a Creative Commons Attribution (CC BY 4.0) International licence.



In essence, you are free to copy, communicate and adapt this publication, as long as you attribute the work to the State of Queensland (Queensland Treasury). To view a copy of this licence, visit <http://creativecommons.org/licenses/by/4.0/>

Attribution

Content from this publication should be attributed to:

© The State of Queensland (Queensland Treasury) - 2023–24 Queensland Budget



Translating and interpreting assistance

The Queensland Government is committed to providing accessible services to Queenslanders from all cultural and linguistic backgrounds. If you have difficulty in understanding this publication, you can contact us on telephone (07) 3035 3503 and we will arrange an interpreter to effectively communicate the report to you.

Service Delivery Statements

ISSN 1445-4890 (Print)

ISSN 1445-4904 (Online)



Department of Housing

Portfolio overview

Minister for Housing

The Honourable Meaghan Scanlon MP

Department of Housing

Director-General: Mark Cridland

The Minister for Housing is also responsible for:

Residential Tenancies Authority

Chief Executive Officer: Jennifer Smith

Additional information about these agencies can be sourced from:

qld.gov.au/housing

rta.qld.gov.au

Department of Housing

Overview

As part of the machinery-of-government changes effective 18 May 2023, the former Department of Communities, Housing, Digital Economy and the Arts was renamed the Department of Housing, with the following changes to its functions;

- Community Services, the Arts, the Library Board of Queensland, Queensland Art Gallery, Queensland Museum and the Queensland Performing Arts Trust were transferred to the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Customer and Digital Services, Queensland Shared Services, Corporate Administration Agency and CITEC were transferred to the Department of Transport and Main Roads.
- Queensland Housing Supply Expert Panel transferred from the Department of State Development, Infrastructure, Local Government and Planning
- Queensland Housing Growth Initiative transferred from Queensland Treasury.

The Department of Housing's (the department) vision is to deliver housing and homelessness services that are responsive, integrated, and accessible, and enrich the lives of Queenslanders. The purpose of the department is to provide sustainable, tangible, and workable housing solutions for Queenslanders through investment and collaboration with our partners.

Contribution to the government's objectives for the community

The department supports the government's objectives for the community¹:

- Good jobs: Good, secure jobs in our traditional and emerging industries
- Better services: Deliver even better services right across Queensland
- Great lifestyle: Protect and enhance our Queensland lifestyle as we grow.

Department service areas

The service areas within the department align with the following department objectives:

Department's objectives	Department's service areas
Improve social and economic outcomes for Queenslanders across the state. Ensure Aboriginal and Torres Strait Islander peoples and their culture are central to all engagement, design and delivery. Integrated and contemporary frontline services, programs, and assistance.	Housing and Homelessness Services Benefit Queenslanders and their communities by providing housing and homelessness services that are responsive, integrated, and accessible, and enrich the lives of Queenslanders.

Department highlights

In 2023–24, the department will:

- invest in a capital program of \$751 million to continue the delivery and supply of social housing as part of the *Queensland Housing and Homelessness Action Plan*, including within remote and discrete First Nations communities
- invest \$250.8 million to provide housing and support to vulnerable Queenslanders, including older women and those experiencing domestic and family violence

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

- continue delivery of the Queensland Housing Summit outcomes providing \$45.2 million over 2 years for critical housing supply, and housing support initiatives
- continue delivery of the *Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023* to close the gap for First Nations peoples by delivering co-designed, place-based, person-centred and culturally responsive housing, and build on this work through development of the next Aboriginal and Torres Strait Islander Housing Action Plan
- continue the delivery of the Helping Seniors Secure Their Homes program being trialled in Cairns, Townsville and Mount Isa local government areas providing additional funding of \$15 million over 2 years commencing 2022–23. The trial will be expanded to include the Toowoomba local government area and the greater Cairns region, with an additional \$15 million provided in 2023–24. This brings the total funding available for this program to \$30 million over 2 years
- continue to review Queensland's rental laws through a public consultation process on Stage 2 rental law reform, followed by economic analysis of potential reform impacts
- continue to review laws regulating site rent increases and unsold manufactured homes in residential parks following community feedback on a Consultation Regulatory Impact Statement.

Budget highlights

In the 2023–24 Queensland Budget, the government is providing:

- \$240.6 million in 2023–24 as part of total increased funding of \$1.1 billion over 5 years to continue the delivery of the Housing and Homelessness Action Plan commencement targets, and to expand the QuickStarts Queensland program of new social housing, with a new commencement target of 3,265 dwellings by 30 June 2025. This includes:
 - \$322.2 million over 4 years commencing 2023–24 to expand the QuickStarts Queensland program by a further 500 new social housing dwelling commencements
 - \$778.1 million over 5 years to continue the delivery of Housing and Homelessness Action Plan commencement targets, including in remote and discrete First Nations communities, and to offset unavoidable cost increases and supply chain impacts in the construction sector and to retain and upgrade dwellings for social housing that would have otherwise been sold
- \$48 million in 2023–24 as part of total funding of \$64.3 million over 5 years, commencing 2022–23, to purchase, lease and operate emergency supported accommodation in inner Brisbane. This includes \$2.4 million which is being met internally by the department
- \$37 million in 2023–24 as part of total funding of \$54 million over 2 years, commencing 2022–23, for the Immediate Housing Response Package to provide emergency accommodation for families living in insecure and unsafe conditions and rental support to help people maintain tenancies, which includes \$5 million in funding provided as part of the Housing Summit outcomes
- \$13.5 million in 2023–24 as part of total funding of \$32 million over 2 years for operational services including for 3 accommodation sites, to support enhanced services across 5 youth shelters and to deliver specialist mobile supports across 13 new locations. As part of the Housing Summit outcomes, funding of \$5 million in 2023–24 is being provided for emergency temporary accommodation. This brings the total funding for this program to \$37 million over 2 years from 2023–24
- \$6.7 million in 2023–24 as part of total funding of \$51.3 million over 4 years for the second Queensland Aboriginal and Torres Strait Islander Housing Action Plan (2024–2027), with a focus on progressing Closing the Gap initiatives, enhancing culturally safe services and delivering innovative housing supply solutions
- \$124,000 in 2023–24 as part of total funding of \$7.8 million over 4 years to reintegrate women and girls into the community. This forms part of the \$225 million response to the recommendations of the Queensland Women's Safety and Justice Taskforce in *Hear her voice – Report Two*
- \$5.4 million in 2023–24 to continue the delivery of critical frontline housing and homelessness services to vulnerable Queenslanders
- \$2 million in 2023–24 to provide grant funding to BestLife Incorporated for the Helena's House Project to support the safe transition of young people with a disability from the family home to a living solution of their choice.

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

Performance statement

Housing and Homelessness Services

Objective

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

Description

The service area:

- funds and delivers safe, secure and affordable housing, funds 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, including people experiencing homelessness, 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.

Service standards	2022–23 Target/Est.	2022–23 Est. Actual	2023–24 Target/Est.
Service: Housing			
Effectiveness measures			
Level of overall client satisfaction ¹			
• Public Housing	86%	..	86%
• Community Housing	81%	..	81%
Percentage of new households assisted into government-owned and managed social rental housing who were in very high or high need ²	95%	99%	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	19	12
Percentage of department owned social rental housing dwellings in acceptable condition ⁴	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 housing dwellings meeting the Livable Housing Design guidelines gold or platinum standards	50%	50%	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%	54%
Efficiency measure			
Average tenancy and property management administration cost per households assisted with social rental housing ⁵	\$1,454	\$1,461	\$1,523
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 ⁶	65%	60%	65%

Service standards	2022–23 Target/Est.	2022–23 Est. Actual	2023–24 Target/Est.
Percentage of clients at risk of homelessness who avoided homelessness after receiving support	New measure	New measure	80%
Efficiency measure			
Recurrent cost per client accessing homelessness services ⁷	\$4,172	\$4,060	\$4,210

Notes:

1. In 2020 the National Social Housing Survey was postponed due to the COVID-19 pandemic and was subsequently undertaken in 2021. As these surveys are conducted biennially, the next survey is being undertaken in 2023 (results not published until January 2024 through the Report on Government Services). Therefore no results are available for the 2022–23 Estimated Actual. The overall client satisfaction in 2021–22 was 83.1 per cent for public housing and 81.5 per cent for community housing.
2. The variance between the 2022–23 Target/Estimate and the 2022–23 Estimated Actual is due to increased social housing support being provided to targeted vulnerable cohorts, for example people who are homeless or at risk of homelessness or experiencing domestic and family violence. The department's priority is the safety and wellbeing of Queenslanders, and a focus on those most vulnerable in the community. The 2023–24 Target/Estimate has been retained at 95 per cent to support a continued focus on targeting social housing support to vulnerable cohorts and people in highest need, while retaining flexibility for changing customer priorities and market conditions.
3. The variance between the 2022–23 Target/Estimate and the 2022–23 Estimated Actual is due to social housing being impacted by the tightening of private market conditions state-wide, including regional and rural Queensland, that have not previously seen this market impact, and the corresponding reduction in turnover of social housing properties. The 2023–24 Target/Estimate remains at 12 months.
4. The Property Standards Index maintenance (PSIm) target is set at 95 per cent of the portfolio having a PSIm rating greater than 8 to satisfy the Queensland Audit Office's requirement for the department's depreciation methodology and extend the remaining life of building elements. The variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual is due to the department's efforts to maintain the condition of the portfolio without falling below the requirement.
5. The increase between the 2022–23 Target/Estimate and 2023–24 Target/Estimate is primarily due to expenditure arising from the expansion of the Quickstarts program for delivery of social housing, and enterprise bargaining increases.
6. The variance between the 2022–23 Target/Estimate and the 2022–23 Estimated Actual is due to the current housing market conditions, and a number of factors impacting the sustainable housing outcomes for clients. Factors include cost of rent in private rental housing, level of income support and client circumstances. Measure name has been amended from "Percentage of clients who were homeless or at risk of homelessness who needed assistance to obtain or maintain independent housing and obtained or maintained independent housing after support" for clarity. There has been no change to calculation methodology.
7. The variance between the 2022–23 Target/Estimate and the 2022–23 Estimated Actual is due to accurate estimates and targets being difficult to predict as figures are adjusted each year using the General Government Final Consumption Expenditure chain price deflator.

Departmental budget summary

The table below shows the total resources available in 2023–24 from all sources and summarises how resources will be applied by service area and by controlled and administered classifications.

Department of Housing	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CONTROLLED			
Income			
Appropriation revenue ¹	1,276,978	1,321,231	1,029,783
Other revenue	547,654	582,816	484,697
Total income	1,824,632	1,904,047	1,514,480
Expenses			
Arts Queensland	155,178	175,197	..
Community Services	185,063	199,103	..
Customer and Digital Services	240,552	237,984	..
Housing and Homelessness Services	1,389,661	1,433,567	1,670,240
Total expenses	1,970,454	2,045,851	1,670,240
Operating surplus/deficit	(145,822)	(141,804)	(155,760)
Net assets	17,164,997	19,897,898	18,951,336
ADMINISTERED			
Revenue			
Commonwealth revenue
Appropriation revenue	200,889	198,968	35,496
Other administered revenue	148,873	81,233	54,120
Total revenue	349,762	280,201	89,616
Expenses			
Transfers to government	70	70	70
Administered expenses	349,692	280,131	89,546
Total expenses	349,762	280,201	89,616
Net assets	(19,465)	(34,771)	..

Note:

1. Includes state and Australian Government funding.
2. The 2022–23 Budget and 2022–23 Estimated Actuals information disclosed is presented on a pre-machinery-of-government basis.

Staffing

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

Service area ¹	2022–23 Budget	2022–23 Est. Actual	2023–24 Budget
Arts Queensland ²	128	129	..
Community Services ²	190	192	..
Customer and Digital Services ²	720	703	..
Housing and Homelessness Services ²	1,259	1,274	1,363
Total FTEs	2,297	2,298	1,363

Notes:

1. Corporate FTEs are allocated across the service to which they relate.
2. Variance between 2022–23 Estimated Actual and 2023–24 Budget is mainly due to the re-alignment of resources from the former Department of Communities, Housing and Digital Economy due to the machinery-of-government changes announced in May 2023.
3. The 2022–23 Budget and 2022–23 Estimated Actuals information disclosed is presented on a pre-machinery-of-government basis.

Capital program

Of the total 2023–24 capital outlays of \$751 million, capital purchases of \$511.1 million will increase the supply of social housing and upgrade existing social housing property portfolio. The 2023–24 capital grants expenditure of \$239.9 million will principally increase the supply of social housing and upgrades for existing housing properties in partnership with community housing providers and Aboriginal and Torres Strait Islander councils.

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

	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
Capital purchases ¹	431,330	404,218	511,148
Capital grants ²	134,896	153,451	239,884
Total capital outlays	556,226	557,669	751,032

Notes:

1. The increase in capital purchases for 2023–24 Budget compared to 2022–23 Estimated Actual is mainly due to additional funding for the delivery of social housing under the Housing and Homelessness Action Plan.
2. The increase in capital grants for 2023–24 Budget compared to 2022–23 Estimated Actual is mainly due to additional funding for the delivery of social housing under the Housing and Homelessness Action Plan.
3. The 2022–23 Budget and 2022–23 Estimated Actuals information disclosed is presented on a pre-machinery-of-government basis.

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

Budgeted financial statements

Departmental income statement

Controlled income statement

Total expenses are estimated to be \$1.670 billion in 2023–24 and are not comparable to the 2022–23 Estimated Actual as a result of machinery-of-government changes.

Total revenues are estimated to be \$1.514 billion in 2023–24 and are not comparable to the 2022–23 Estimated Actual as a result of machinery-of-government changes.

Administered income statement

For 2023–24, the department will administer funds of \$35.5 million for the Residential Tenancies Authority.

Financial statements for the Residential Tenancies Authority are separately reported within the *2023–24 Service Delivery Statements*.

The department also administers payments for 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 expenses are estimated to be \$89.6 million in 2023–24 and are not comparable to the 2022–23 Estimated Actual as a result of machinery-of-government changes.

Total revenues are estimated to be \$89.6 million in 2023–24 and are not comparable to the 2022–23 Estimated Actual as a result of machinery-of-government changes.

Departmental balance sheet

The department is projecting a net asset position of \$18.951 billion at the end of the 2023–24 financial year. This reflects the department's significant investment in property, plant and equipment of \$18.928 billion that mainly relates to social housing located across Queensland.

Controlled income statement

Department of Housing*	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
INCOME			
Appropriation revenue	1,276,978	1,321,231	1,029,783
Taxes
User charges and fees	533,174	508,972	472,118
Royalties and land rents	165	164	100
Grants and other contributions	500	4,310	600
Interest and distributions from managed funds	1,981	1,981	1,981
Other revenue	6,636	29,078	4,700
Gains on sale/revaluation of assets	5,198	38,311	5,198
Total income	1,824,632	1,904,047	1,514,480
EXPENSES			
Employee expenses	301,041	293,933	188,755
Supplies and services	1,119,034	1,161,265	971,202
Grants and subsidies	283,829	314,603	309,774
Depreciation and amortisation	215,934	227,467	153,009
Finance/borrowing costs	18,185	20,152	16,369
Other expenses	20,983	21,281	19,783
Losses on sale/revaluation of assets	11,448	7,150	11,348
Total expenses	1,970,454	2,045,851	1,670,240
OPERATING SURPLUS/(DEFICIT)	(145,822)	(141,804)	(155,760)

* The 2022–23 Budget and 2022–23 Estimated Actuals information disclosed is presented on a pre-machinery-of-government basis.

Controlled balance sheet

Department of Housing*	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CURRENT ASSETS			
Cash assets	116,845	197,713	172,408
Receivables	127,803	117,559	90,197
Other financial assets	6,000	7,000	7,000
Inventories
Other	2,453	5,739	4,492
Non-financial assets held for sale	23,974	895	437
Total current assets	277,075	328,906	274,534
NON-CURRENT ASSETS			
Receivables	41,689	27,826	30,977
Other financial assets	204,800	233,040	228,490
Property, plant and equipment	17,291,807	19,975,864	18,928,120
Intangibles	13,561	12,167	11,021
Other	716	1,029	..
Total non-current assets	17,552,573	20,249,926	19,198,608
TOTAL ASSETS	17,829,648	20,578,832	19,473,142
CURRENT LIABILITIES			
Payables	169,968	177,837	134,330
Accrued employee benefits	7,381	7,919	4,963
Interest bearing liabilities and derivatives	33,501	34,180	18,485
Provisions
Other	35,879	29,818	29,248
Total current liabilities	246,729	249,754	187,026
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits
Interest bearing liabilities and derivatives	417,922	429,966	334,530
Provisions	..	1,214	250
Other
Total non-current liabilities	417,922	431,180	334,780
TOTAL LIABILITIES	664,651	680,934	521,806
NET ASSETS/(LIABILITIES)	17,164,997	19,897,898	18,951,336
EQUITY			
TOTAL EQUITY	17,164,997	19,897,898	18,951,336

* The 2022–23 Budget and 2022–23 Estimated Actuals information disclosed is presented on a pre-machinery-of-government basis.

Controlled cash flow statement

Department of Housing*	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	1,283,257	1,194,177	1,026,401
User charges and fees	540,498	527,619	469,776
Royalties and land rent receipts	165	164	100
Grants and other contributions	500	4,310	600
Interest and distribution from managed funds received	1,981	1,981	1,981
Taxes
Other	152,148	174,590	113,493
Outflows:			
Employee costs	(300,466)	(293,358)	(188,704)
Supplies and services	(1,188,214)	(1,230,445)	(998,112)
Grants and subsidies	(283,829)	(306,803)	(309,774)
Borrowing costs	(18,185)	(20,152)	(16,369)
Other	(105,385)	(105,683)	(102,249)
Net cash provided by or used in operating activities	82,470	(53,600)	(2,857)
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets	115,200	19,700	115,200
Investments redeemed	5,000	5,000	5,000
Loans and advances redeemed	26,082	21,838	23,482
Outflows:			
Payments for non-financial assets	(431,330)	(395,273)	(511,148)
Payments for investments	(450)	(450)	(450)
Loans and advances made	(38,965)	(22,198)	(29,034)
Net cash provided by or used in investing activities	(324,463)	(371,383)	(396,950)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	342,600	427,788	457,265
Outflows:			
Borrowing redemptions	(16,119)	(16,119)	(16,193)
Finance lease payments	(17,212)	(18,203)	(2,498)
Equity withdrawals	(63,556)	(76,862)	..
Net cash provided by or used in financing activities	245,713	316,604	438,574
Net increase/(decrease) in cash held	3,720	(108,379)	38,767
Cash at the beginning of financial year	113,125	306,092	134,925
Cash transfers from restructure	(1,284)
Cash at the end of financial year	116,845	197,713	172,408

* The 2022–23 Budget and 2022–23 Estimated Actuals information disclosed is presented on a pre-machinery-of-government basis.

Administered income statement

Department of Housing*	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
INCOME			
Appropriation revenue	200,889	198,968	35,496
Taxes
User charges and fees	70	70	70
Royalties and land rents
Grants and other contributions	148,803	81,163	54,050
Interest and distributions from managed funds
Other revenue
Gains on sale/revaluation of assets
Total income	349,762	280,201	89,616
EXPENSES			
Employee expenses
Supplies and services	10,919	12,945	45,188
Grants and subsidies	338,773	267,186	44,358
Depreciation and amortisation
Finance/borrowing costs
Other expenses
Losses on sale/revaluation of assets
Transfers of Administered Revenue to Government	70	70	70
Total expenses	349,762	280,201	89,616
OPERATING SURPLUS/(DEFICIT)

* The 2022–23 Budget and 2022–23 Estimated Actuals information disclosed is presented on a pre-machinery-of-government basis.

Administered balance sheet

Department of Housing*	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CURRENT ASSETS			
Cash assets	(14,958)	(19,785)	..
Receivables	43	9	..
Other financial assets
Inventories
Other
Non-financial assets held for sale
Total current assets	(14,915)	(19,776)	..
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment
Intangibles
Other
Total non-current assets
TOTAL ASSETS	(14,915)	(19,776)	..
CURRENT LIABILITIES			
Payables	4,550	14,995	..
Transfers to Government payable
Accrued employee benefits
Interest bearing liabilities and derivatives
Provisions
Other
Total current liabilities	4,550	14,995	..
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities
TOTAL LIABILITIES	4,550	14,995	..
NET ASSETS/(LIABILITIES)	(19,465)	(34,771)	..
EQUITY			
TOTAL EQUITY	(19,465)	(34,771)	..

* The 2022–23 Budget and 2022–23 Estimated Actuals information disclosed is presented on a pre-machinery-of-government basis.

Administered cash flow statement

Department of Housing*	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	200,889	198,373	35,496
User charges and fees	70	70	70
Royalties and land rent receipts
Grants and other contributions	148,803	81,163	54,050
Interest and distribution from managed funds received
Taxes
Other
Outflows:			
Employee costs
Supplies and services	(10,919)	(12,945)	(45,188)
Grants and subsidies	(338,773)	(267,186)	(44,358)
Borrowing costs
Other
Transfers to Government	(70)	(70)	(70)
Net cash provided by or used in operating activities	..	(595)	..
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	..	55,189	..
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals	2,115	(56,406)	..
Net cash provided by or used in financing activities	2,115	(1,217)	..
Net increase/(decrease) in cash held	2,115	(1,812)	..
Cash at the beginning of financial year	(17,073)	(17,973)	..
Cash transfers from restructure
Cash at the end of financial year	(14,958)	(19,785)	..

* The 2022–23 Budget and 2022–23 Estimated Actuals information disclosed is presented on a pre-machinery-of-government basis.

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, education and support services.

Contribution to the government's objectives for the community

The RTA supports the government's objectives for the community¹:

- Good jobs: Good, secure jobs in our traditional and emerging industries
- Better services: Deliver even better services right across Queensland
- Great lifestyle: Protect and enhance our Queensland lifestyle as we grow.

Agency service area

The service area within the RTA aligns with the following agency objectives:

Agency's objectives	Agency's service area
Differentiated services and experiences. Extend positive influence and impact in the rental sector. Sustainable and contemporary organisation. Digitally transformed internal and external service provision.	Residential Tenancies Authority Enhance customer service delivery and experiences, regulate and influence the residential rental sector and transform digital service provision.

Key deliverables

In 2023–24, the RTA will:

- continue working with the Queensland Government to implement the *Housing Legislation Amendment Act 2021* to better support tenants, property owners and managers, and improve housing stability for people in the residential rental sector
- continue to deliver the *RTA Strategic Plan 2022–26*, which reflects the evolving sector context, strategic risks and opportunities that will shape the RTA's direction and guide decision making and priorities for the next 4 years
- develop a customer engagement plan that deepens the RTA's understanding of its diverse range of customers and stakeholders, defines the ideal customer experience, and applies these insights to improve its services
- continue the digital transformation journey internally and externally to drive efficiencies, improve access and service delivery, and respond to an evolving environment
- continue to regulate, educate, and support everyone in the Queensland residential rental sector to understand their rights and obligations under the *Residential Tenancies and Rooming Accommodation Act 2008*.

¹ To find out more, go to 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, education, 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	2022–23 Target/Est.	2022–23 Est. Actual	2023–24 Target/Est.
Effectiveness measures			
Proportion of disputes resolved after parties participated in the conciliation process ¹	70%	76.6%	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	3.6%	3.6%	3.5%

Notes:

1. The variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual is due to a continued focus on increasing participation and resolution through the Dispute Resolution Service with improvements made to how the RTA monitors performance, coaches and develops staff and manages underperformance.
2. The variance between the 2022–23 Target/Estimate and 2022–23 Estimated Actual is due to a continued significant focus on maintaining high customer satisfaction rates. Throughout 2022–23, the RTA has undertaken a substantial customer research initiative, refined the RTA's quality monitoring and feedback processes and invested in training for front line staff.

Budgeted summary

Staffing

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

Service area	2022–23 Budget	2022–23 Est. Actual	2023–24 Budget
Residential Tenancies Authority ¹	240	240	240

Notes:

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

Financial statements

Income statement

Total expenses are estimated to be \$54.8 million in 2023–24, an increase of \$6.7 million from the 2022–23 Estimated Actual primarily due to increases in Enterprise Bargaining Arrangements, increases in frontline resources to meet demand and support the residential tenancies sector and changes in the timing of the delivery of key projects and initiatives in line with strategic plan priorities.

Total revenues are estimated to be \$39.1 million in 2023–24, a decrease of \$2.2 million from the 2022–23 Estimated Actual primarily due to changes in one-off Sundry Revenue in 2022–23, reduction in grant funding to finalise implementation of Stage 1 rental reforms.

Balance sheet

The Residential Tenancies Authority is projecting a net asset position of \$11.4 million at the end of the 2023–24 financial year. The major asset is cash of \$1.137 billion, which is offset by payables of \$1.125 billion which relate to rental bonds held.

Income statement

Residential Tenancies Authority	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
INCOME			
Taxes
User charges and fees
Grants and other contributions	36,112	36,112	36,567
Interest and distributions from managed funds	244	244	547
Other revenue	4,968	4,968	2,003
Gains on sale/revaluation of assets
Total income	41,324	41,324	39,117
EXPENSES			
Employee expenses	31,649	31,649	34,943
Supplies and services	14,375	14,375	17,715
Grants and subsidies
Depreciation and amortisation	1,698	1,698	1,671
Finance/borrowing costs
Other expenses	418	418	468
Losses on sale/revaluation of assets	20	20	20
Total expenses	48,160	48,160	54,817
OPERATING SURPLUS/(DEFICIT)	(6,836)	(6,836)	(15,700)

Balance sheet

Residential Tenancies Authority	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CURRENT ASSETS			
Cash assets	1,068,090	1,071,299	1,136,640
Receivables	1,780	1,804	549
Other financial assets
Inventories
Other	232	228	375
Non-financial assets held for sale
Total current assets	1,070,102	1,073,331	1,137,564
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment	215	230	154
Intangibles	5,204	5,237	3,642
Other	92	91	69
Total non-current assets	5,511	5,558	3,865
TOTAL ASSETS	1,075,613	1,078,889	1,141,429
CURRENT LIABILITIES			
Payables	1,047,251	1,047,251	1,125,100
Accrued employee benefits	3,301	3,301	3,609
Interest bearing liabilities and derivatives
Provisions	5
Other
Total current liabilities	1,050,557	1,050,552	1,128,709
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits	1,268	1,268	1,351
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities	1,268	1,268	1,351
TOTAL LIABILITIES	1,051,825	1,051,820	1,130,060
NET ASSETS/(LIABILITIES)	23,788	27,069	11,369
EQUITY			
TOTAL EQUITY	23,788	27,069	11,369

Cash flow statement

Residential Tenancies Authority	2022–23 Budget \$'000	2022–23 Est. Actual \$'000	2023–24 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
User charges and fees
Grants and other contributions	36,112	36,112	36,567
Interest and distribution from managed funds received	244	275	537
Taxes
Other	3,650	3,430	3,248
Outflows:			
Employee costs	(31,975)	(31,971)	(34,552)
Supplies and services	(14,375)	(14,326)	(17,840)
Grants and subsidies
Borrowing costs
Other	21,530	15,419	77,381
Net cash provided by or used in operating activities	15,186	8,939	65,341
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets
Investments redeemed	930,940	903,386	..
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	930,940	903,386	..
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	29,655	55,189	..
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals
Net cash provided by or used in financing activities	29,655	55,189	..
Net increase/(decrease) in cash held	975,781	967,514	65,341
Cash at the beginning of financial year	92,309	103,785	1,071,299
Cash transfers from restructure
Cash at the end of financial year	1,068,090	1,071,299	1,136,640

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.

