

DOING WHAT MATTERS FOR QUEENSLAND

QUEENSLAND BUDGET 2024–25



SERVICE DELIVERY STATEMENTS

Department of Housing, Local Government,
Planning and Public Works



Queensland
Government

2024–25 Queensland Budget Papers

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

First Nations acknowledgement

Queensland Treasury acknowledges Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and custodians of the land. We recognise their connection to land, sea and community, and pay our respects to Elders past, present and emerging.



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Service Delivery Statements

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Department of Housing, Local Government, Planning and Public Works

Portfolio overview

Minister for Housing, Local Government and Planning and Minister for Public Works
The Honourable Meaghan Scanlon MP

Assistant Minister for Housing, Local Government, Planning and Public Works
Ali King MP

Department of Housing, Local Government, Planning and Public Works
Director-General: Mark Cridland

QBuild
Assistant Director-General: Paul Hyde

The Minister for Housing, Local Government and Planning and Minister for Public Works is also responsible for:

Queensland Building and Construction Commission
Commissioner: Anissa Levy

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

qbcc.qld.gov.au

Department of Housing, Local Government, Planning and Public Works

Overview

As part of the machinery-of-government changes effective 18 December 2023, the former Department of Housing was renamed the Department of Housing, Local Government, Planning and Public Works, with the following changes to its functions:

- Local Government, Planning, Office of the Independent Assessor, transferred from Department of State Development and Infrastructure
- Building (including QBuild and Building Policy) and Office of the Queensland Government Architect transferred from Department of Energy and Climate.

The Department of Housing, Local Government, Planning and Public Works (the department) vision is “More homes, faster. Building a better future”. The purpose of the department is to drive the creation of more homes and responsive services through an integrated housing system.

The department will deliver our vision through our objectives:

- Delivering well-designed housing solutions through planning, building and partnerships.
- Supporting Queenslanders to achieve improved housing outcomes.
- Strengthening resilience where people want to live, work, and play.

The department’s vision will also be realised through the *Homes for Queenslanders* plan which will deliver: more homes, faster; support Queensland renters; help first homeowners into the market; boost social housing; and work towards ending homelessness.

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.

Key deliverables

In 2024–25, the department will:

- deliver initiatives under the *Homes for Queenslanders* plan including:
 - continuing to deliver the *Homes for Queenslanders* target of 53,500 social homes by 2046, including through partnering with Australian Government and the community housing sector
 - boosting funding to Queensland homelessness services across the State, including a 20 per cent temporary increase in funding for Specialist Homelessness Services; a continuation of the Immediate Housing Response and expansion to individuals and couples; enhanced tenancy sustainment and outreach services; and delivery of more temporary supported accommodation
 - continuing to deliver the renters relief package to help tackle the cost of living, including investment in additional frontline RentConnect officers and critical response team staff to significantly enhance the department’s provision of specialised, tailored and one-on-one housing assistance to Queenslanders in need
 - a subsidy for Registered Community Housing Providers who house eligible young people as lead tenants, to cover the gap in rent payable by young people based on their assessable household income
 - delivering the new *Partnering for inclusive housing with Queenslanders with disability 2024–27* plan

¹ To find out more, go to www.qld.gov.au and search “government’s objectives for the community.”

- delivering *Our Place: A First Nations Housing and Homelessness Action Plan 2024–2027* to close the gap for First Nations peoples through the delivery of a suite of actions across five key outcome areas to promote housing equity
- modernising the housing legislative framework to improve consumer protections in the rental market, residential parks, retirement villages and residential services, while making sure it's viable for investors and operators to supply these housing options, and commence reviewing the *Housing Act 2003*
- undertaking an Inclusionary Planning Pilot program and streamlining state priority development, such as infill and affordable development, through the State Facilitated Development Team
- providing infrastructure charges relief funding through the Incentivising Infill Development Fund, to encourage investment in viable development that aligns with state policy and priorities
- continue to work with the Australian Government on the national housing reform agenda to maximise outcomes for Queenslanders
- work with councils to support the delivery of projects funded through grant programs, including the 2024–27 Works for Queensland, 2024–27 South-East Queensland Community Stimulus Program, and the next round of the Local Government Grants and Subsidies Program
- continue to implement the councillor conduct complaints system, noting key changes made by the *Local Government (Councillor Conduct) and Other Legislation Amendment Act 2023*
- continue the targeted review of regional plans across Queensland, including delivering the Far North Queensland Regional Plan Review, to address housing needs and key priorities for the regions
- continue to 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 in remote locations such as police, health workers, and teachers
- in consultation with industry, continue the implementation of the *Queensland Building Plan 2021* priorities including progressing reform options to strengthen the Queensland Home Warranty Scheme, security of payment in the building industry and the National Construction Code
- continue to facilitate the delivery of high risk and/or high value capital works projects on behalf of Queensland Government agencies such as the New Performing Arts Venue, Lockyer Valley Correctional Centre, and Satellite Hospital Program.

Budget highlights

In the 2024–25 Queensland Budget, the government is providing:

- \$688 million in 2024–25, inclusive of \$578.7 million for services and \$109.3 million for capital works, for housing and homelessness services and responses, addressing key housing pressures including supply, and the delivery of new social housing and the social housing capital program. This forms part of total program funding of \$3.1 billion over 5 years for *Homes for Queenslanders*, the Queensland Government's whole-of-system housing plan
- \$30.8 million in 2024–25, as part of total program funding of \$61.6 million over 2 years to continue delivery of the needs-based Indigenous Councils funding program and to establish an entity to support Indigenous Councils
- \$27.8 million in 2024–25, as part of total program funding of \$46.3 million over 3 years for identified initiatives as part of the \$1.28 billion Community Safety Plan for Queensland, including:
 - \$40 million over 2 years commencing in 2023–24 to extend the Helping Seniors Secure their Homes trial
 - \$5 million in 2024–25 for administration of the Local Government Community Safety Fund, to be allocated for security equipment upgrades
 - \$1.3 million over 2 years commencing in 2024–25 for focused housing and tenancy sustainment support for participants of the Court Link program

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	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Service: Housing			
Effectiveness measures			
Level of overall client satisfaction			
<ul style="list-style-type: none"> • Public Housing^{1,2} • Community Housing² 	86% 81%	80% 82%
Percentage of new households assisted into government-owned and managed social rental housing who were in very high or high need ³	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 ⁴	12	21.7	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%	87%	86%
Proportion of newly constructed social housing dwellings supported by the Queensland Government meeting the Livable Housing Design guidelines gold or platinum standards	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%	54%
Efficiency measure			
Average tenancy and property management administration cost per households assisted with social rental housing	\$1,523	\$1,546	\$1,558
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 ⁵	65%	58.4%	60%

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Percentage of clients at risk of homelessness who avoided homelessness after receiving support	80%	79.5%	80%
Efficiency measure			
Recurrent cost per client accessing homelessness services ^{6,7}	\$4,210	\$4,721	\$4,886
Discontinued measures			
Proportion of newly constructed social housing dwellings meeting the Livable Housing Design guidelines gold or platinum standards ⁸	50%	48%	Discontinued measure

Notes:

1. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual reflects customer perceptions at a point in time when completing of the survey. Queensland continues to have the highest rate in client satisfaction compared to other jurisdictions with a result above the national average of 67 per cent.
2. A 2024–25 Target/Estimate has not been presented as 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 2023–24 Target/Estimate and the 2023–24 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 2024–25 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.
4. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to a number of factors including a reduction in the turnover of social housing resulting in a decrease in new allocations, the tightening of the private rental market due to rental and house sale prices, on-going increases in the cost of living affecting the building and construction industry, and high rates of migration.
5. The variance between the 2023–24 Target/Estimate, the 2023–24 Estimated Actual and the 2024–25 Target/Estimate is due to the cumulative impacts of ongoing tight housing market conditions on sustainable housing outcomes for clients. Market factors include high current housing costs and the high levels of population growth from interstate and overseas migration. These conditions have reduced exit options for clients in short-term housing to long-term housing in the broader housing system. Conditions will continue to impact this measure while solutions from *Homes for Queenslanders* are being implemented.
6. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to increased costs of service delivery and increased lengths of support for clients.
7. The 2024–25 Target/Estimate for the recurrent cost per client accessing homelessness services is based on the 2023–24 Estimated Actual plus estimated indexation.
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. The re-introduced service standard, Proportion of newly constructed social housing dwellings supported by the Queensland Government meeting the Livable Housing Design guidelines gold or platinum standards, includes an expanded scope of project completions that meet the Livable Housing Design Guidelines gold or platinum standards. The wording of the reinstated measure has been amended to clarify the scope.

Local Government governance support and administration of funding programs¹

Objective

Stronger local governance in the local government system through capacity building and administration of funding programs.

Description

The service area:

- administers the *Local Government Act 2009*, the *City of Brisbane Act 2010*, the *Local Government Electoral Act 2011* and the *Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984* (Part 9, Division 2 and Part 10), providing a strategic policy and legislative framework for local government in Queensland
- administers local government funding programs, including the assessment and evaluation of funding submissions, supporting councils to deliver vital services and essential infrastructure in their communities
- proactively monitors and responds to local government sustainability challenges which informs the development and delivery of targeted and high-quality capacity building resources, training and solutions for councils to underpin strong and effective local government for Queensland
- assists local governments to identify opportunities for inter-council collaboration to build capacity and create efficiencies
- provides specialist engineering and project management support to ensure critical water and wastewater supply to communities
- supports local governments to continue to build their integrity and governance, and financial sustainability.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Service: Administration of the local government system			
Effectiveness measure			
Level of satisfaction of local governments (Mayors and CEOs) with the effectiveness, timeliness and quality of advice, services and support provided by the department	85%	83%	85%
Efficiency measure			
Cost of capacity building per local government ²	\$93,000	\$123,000	\$72,000
Service: Administration of funding programs			
Effectiveness measure			
Level of satisfaction of local governments (Mayors and CEOs) with the administration of local government funding programs	85%	85%	85%
Efficiency measure			
Administration costs per \$1,000 of local government funding distributed ³	<\$6.50	\$17.00	<\$6.50

Notes:

1. Due to machinery-of-government changes, effective from 18 December 2023, this Service Area has transferred to the Department of Housing, Local Government, Planning and Public Works. It was previously presented in the former Department of State Development, Infrastructure, Local Government and Planning 2023–24 *Service Delivery Statements*.
2. The variance between the 2023–24 Target Estimate and the 2023–24 Estimated Actual is due to the deferral of unspent funds from 2022–23 financial year into the 2023–24 financial year, increasing the funding available. In 2023–24, additional capability training was provided pre and post local government elections. The 2024–25 Target/Estimate has been adjusted as state-wide local government elections will not be held during this period.
3. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to the full distribution of the Financial Assistance Grant (approximately \$565 million) being brought forward to 2022–23, at the request of the Commonwealth. At the time of setting the 2023–24 Target/Estimate, it was expected this funding would be distributed in 2023–24. The early distribution of the Financial Assistance Grant was an 80 per cent reduction (approximately) of the planned funding distribution for 2023–24 and impacts significantly on the efficiency calculations.

Office of the Independent Assessor¹

Objective

Timely and efficient administration of the councillor feedback complaints framework.

Description

The service area:

- undertakes assessment of all complaints about councillor conduct in Queensland and investigates misconduct complaints
- prosecutes misconduct complaints in the Councillor Conduct Tribunal and the Magistrates Court
- re-prosecutes matters subject to full merit reviews in the Queensland Civil and Administrative Tribunal
- refers suspected corrupt conduct matters to the Crime and Corruption Commission and refers suspected inappropriate conduct matters to the relevant council to resolve.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measure			
Complaint clearance rate ²	90%	99%	90%
Efficiency measures			
Average cost per assessment of complaint ^{3, 4}	\$600	\$468	<\$600
Average cost per investigation ^{4, 5}	\$4,500	\$6,287	<\$7,500

Notes:

1. Due to machinery-of-government changes, effective from 18 December 2023, this Service Area has transferred to the Department of Housing, Local Government, Planning and Public Works. It was previously presented in the former Department of State Development, Infrastructure, Local Government and Planning 2023–24 *Service Delivery Statements*.
2. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to:
 - a. an increase in permanent funding for a total of 19 permanent FTE allowing stable resourcing
 - b. a 20 per cent reduction in complaints received compared to the same period last year
 - c. the reassessment and dismissal of five per cent of complaints as a result of amendments to the *Local Government Act 2009* (Qld) which commenced on 22 November 2023.
3. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to a 20 per cent reduction in complaints received for the same period last year and amendments to the *Local Government Act 2009* (Qld), which commenced on 22 November 2023.
4. The 2024–25 Target/Estimate is based on an increase in wages and an anticipated increase in the complexity of investigations as a result of a refined focus on more serious complaints.
5. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to a 20 per cent reduction in complaints received which has seen a 31 per cent reduction in the number of investigations completed compared to the same period last year. While amendments to the *Local Government Act 2009* (Qld) have resulted in less complaints proceeding to investigation (as more complaints are dismissed upon assessment), the complexity of investigations has been increasing.

Better planning for Queensland¹

Objective

Drive an effective and efficient planning system underpinned by a responsive framework and accessible and transparent planning requirements.

Description

The service area:

- administers the *Planning Act 2016*
- providing the legislative framework and overarching policy for land use planning and development assessment in Queensland
- giving effect to Queensland Government policy priorities and interests through the planning system, supporting opportunities to streamline regulation, providing clarity in relation to the separation of state and local issues
- ensuring a contemporary, efficient and effective planning system in collaboration with local government, key industry and other stakeholder groups, the planning profession and the broader Queensland community
- improving the state's land use planning and development assessment processes, with a specific focus on delivering increased supply and more affordable and diverse homes for Queenslanders.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measure			
Level of stakeholder satisfaction with accessibility and transparency of the requirements of the planning system	75%	75%	75%
Efficiency measure			
Average administrative costs per decision made by the State Assessment and Referral Agency ²	\$5,345	\$5,411	\$5,586

Notes:

1. Due to machinery-of-government changes, effective from 18 December 2023, this Service Area has transferred to the Department of Housing, Local Government, Planning and Public Works. It was previously presented in the former Department of State Development, Infrastructure, Local Government and Planning 2023–24 *Service Delivery Statements*.
2. The 2024–25 Target/Estimate is higher than the 2023–24 Target/Estimate as it takes into consideration known increases in administrative costs, such as Enterprise Bargaining, and legal and appeals costs.

Building and government accommodation services¹

Objective

Deliver professional management of government infrastructure projects, that maximises opportunities for local businesses, as well as fit-for-purpose, well utilised and sustainable government office accommodation and employee housing.

Description

The service area:

- 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
- contributes to a safer, fairer and more sustainable building and construction industry and responds to emerging issues
- provides leadership and strategic advice on urban design and the built environment to government departments, local councils and the private sector.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Return on investment:			
• Commercial properties included in the office portfolio	≥6%	5.9%	≥6%
• Government employee housing ²	≥1.5%	0.95%	≥1.5%
Vacancy rate:			
• Office portfolio ³	≤3.5%	2.38%	≤3.5%
• Government employee housing ⁴	≤4%	1.50%	≤4%
Percentage of government-owned employee housing with an acceptable facility condition index rating ⁵	≥90%	95%	≥90%
Energy performance - percentage of occupied government office accommodation achieving a rating greater than or equal to 5 star under the National Australian Built Environmental Rating System ⁶	80%	75%	80%
Work point density:			
• Average	13.5m ² per person	13.48m ² per person	13.5m ² per person
• New and refurbished fitout ⁷	12m ² per person	11.42 m ² per person	12m ² per person
Percentage of sub-contracts awarded to local companies ⁸	75%	98%	75%
Efficiency measure			
New and refurbished office fitout - cost per square metre ⁹	≤\$1,174 per square metre	\$1,530 per square metre	≤\$1,530 per square metre

Notes:

1. Due to machinery-of-government changes, effective from 18 December 2023, this Service Area has transferred to the Department of Housing, Local Government, Planning and Public Works. It was previously presented in the former Department of Energy and Public Works 2023–24 *Service Delivery Statements*.
2. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is a reflection on the department's increasing investment in government employee housing by constructing new dwellings, upgrading existing dwellings and renewing aged assets.
3. The positive variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to backfilling existing vacancies in major leased buildings and government owned buildings across the State.
4. The positive variance between the 2023–24 Target/Estimate and the 2023–24 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. Ongoing divestment of surplus properties where there is no demand also contributes to a lower vacancy rate.

5. The positive variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to investment into the Government Employee Housing portfolio and the department's ability to maintain residences at an appropriate standard through ongoing maintenance and upgrade works.
6. The variance between the 2023–24 Target/Estimate and the 2023–24 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.
7. The wording of this service standard has been amended from 'New fitout' to 'New and refurbished fitout' to clarify its scope and provide consistency of description between this service standard and the efficiency service standard 'New and refurbished office fitout - cost per square metre'. The calculation methodology remains unchanged.
8. The positive variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual demonstrates the effectiveness of efforts to maximise opportunities for local businesses.
9. The variance between the 2023–24 Target/Estimate, the 2023–24 Estimated Actual, and the 2024–25 Target/Estimate is due to the increasing costs to undertake fitout and construction works.

Departmental budget summary

The table below shows the total resources available in 2024–25 from all sources and summarises how resources will be applied by service area and by controlled and administered classifications.

Department of Housing, Local Government, Planning and Public Works	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CONTROLLED			
Income			
Appropriation revenue ¹	1,232,279	1,672,330	2,399,496
Other revenue	999,224	875,269	1,334,951
Total income	2,231,503	2,547,599	3,734,447
Expenses²			
Housing and Homelessness Services	1,648,303	2,156,053	2,308,309
Local Government governance support and administration of funding program	140,421	58,149	394,787
Office of the Independent Assessor	2,781	2,781	4,931
Better planning for Queensland	22,949	21,850	162,257
Building and government accommodation services	592,829	472,621	1,027,841
Total expenses	2,407,283	2,711,454	3,898,125
Operating surplus/deficit	-175,780	-163,855	-163,678
Net assets	22,207,290	24,378,476	24,812,830
ADMINISTERED			
Revenue			
Commonwealth revenue	552,814	12,986	650,300
Appropriation revenue	37,712	60,480	93,488
Other administered revenue	609,398	30,520	680,586
Total revenue	1,199,924	103,986	1,424,374
Expenses			
Transfers to government	555,348	15,520	655,486
Administered expenses	644,576	88,466	768,888
Total expenses	1,199,924	103,986	1,424,374
Net assets	0	-2,797	-2,797

Notes:

1. Includes State and Australian Government funding.
2. Corporate Services costs have been allocated across service areas.
3. The departmental budget summary is presented on a post-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	2023–24 Adjusted Budget	2023–24 Est. Actual ²	2024–25 Budget ³
Housing and Homelessness Services	1,365	1,449	1,709
Local Government governance support and administration of funding program	84	88	88
Office of the Independent Assessor	21	21	21
Better planning for Queensland	199	208	227
Building and government accommodation services	206	206	236
Total FTEs	1,875	1,972	2,281

Notes:

- Corporate FTEs are allocated across the service to which they relate.
- The variance between 2023–24 Estimated Actual and 2023–24 Adjusted Budget primarily reflects machinery-of-government changes announced 18 December 2023 which included Local Government, Planning and the Office of the Independent Assessor transferring from the Department of State Development and Infrastructure, as well as Public Works transferring from the Department of Energy and Climate. In addition, the increase in FTE within Housing and Homelessness Services primarily reflects increases in FTE to support delivery of the *Homes for Queenslanders* plan, delivering more homes, faster, supporting Queensland renters, helping first homeowners into the market, boosting social housing and working towards ending homelessness in the state.
- The variance between the 2023–24 Estimated Actual and 2024–25 Budget primarily reflects increases in FTE to support delivery of the *Homes for Queenslanders* plan, delivering more homes, faster; supporting Queensland renters; helping first homeowners into the market; boosting social housing; and working towards ending homelessness in the state.

Capital program

The portfolio's capital program for 2024–25 is \$1.722 billion, including capital purchases of \$736.7 million and capital grants of \$984.8 million.

Highlights within Capital Purchases include:

- \$407.8 million to deliver social housing dwellings, commence and continue construction, and upgrade social housing dwellings
- \$162.9 million investment to deliver safe and secure government employee housing including in remote and regional communities as part of government's commitment to attract and retain key frontline staff. This program will include new accommodation for staff delivering critical services, replacement or refurbishment of residences at the end of their useful life to modern design standards and the upgrade of residences to ensure they remain fit-for-purpose and appropriate for employees
- \$93.6 million to deliver social housing dwellings in Aboriginal and Torres Strait Islander communities, commence and continue construction of dwellings, and upgrade existing social housing dwellings
- \$17.1 million to support the delivery of a levee to reduce the impact of flooding on parts of Bundaberg East and Bundaberg South
- \$15.8 million to make Zero Emission Vehicle (ZEV) charging infrastructure available in Queensland government buildings.

Highlights within Capital Grants include:

- \$545.2 million to deliver social housing dwellings, commence and continue construction, and upgrade existing dwellings in partnership with registered housing providers
- \$124.5 million as part of the \$1.099 billion Works for Queensland program to support local governments in regional Queensland to deliver priority infrastructure, planning and capability projects that create jobs and support vibrant local communities
- \$78.8 million to deliver social housing dwellings in Aboriginal and Torres Strait Islander communities, commence and continue construction, upgrade existing dwellings, and undertake land infrastructure development

- \$76.3 million for the Local Government Grants and Subsidies Program, which provides funding for priority infrastructure projects to meet identified community needs and supports projects that will create sustainable and liveable communities
- \$72 million towards the \$200 million South East Queensland Community Stimulus Program to fast track South East Queensland councils' investment in new infrastructure and community assets that create jobs and deliver economic stimulus
- \$63.4 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 capital program by the agency in the respective years.

	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
Capital purchases	571,432	605,169	736,735
Capital grants	525,279	589,135	984,848
Total capital outlays	1,096,711	1,194,304	1,721,583

Further information about the Department of Housing, Local Government, Planning and Public Works 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 \$3.898 billion in 2024–25, an increase of \$1.187 billion from the 2023–24 Estimated Actual.

Total revenues are estimated to be \$3.734 billion in 2024–25, an increase of \$1.187 billion from the 2023–24 Estimated Actual.

Both increases are predominantly due to the increased investment in housing and homelessness services and responses, addressing key housing pressures including supply as part of *Homes for Queenslanders*, the Queensland Government's whole-of-system housing plan, as well as the full year effect of machinery-of-government changes.

Administered income statement

For 2024–25, the department will administer funds of \$37.5 million for the Residential Tenancies Authority and \$53.8 million for QBuild. Budgeted Financial Statements for commercial business units and statutory bodies are separately reported within the 2024–25 Service Delivery Statements.

The department will also administer:

- \$650.3 million in Financial Assistance Grants to Local Governments from funding received from the Australian government
- \$25.1 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 \$1.424 billion in 2024–25 and are not comparable to the 2023–24 Estimated Actual as a result of machinery-of-government changes. This is an increase of \$224.5 million on the 2023–24 Budget predominantly due to increased funding from the Australian government for Financial Assistance Grants to Local Governments.

Departmental balance sheet

The department is projecting a net asset position of \$24.812 billion at the end of the 2024–25 financial year. This reflects the department's significant investment in property, plant and equipment of \$26.247 billion that mainly relates to social housing located across Queensland.

Controlled income statement

Department of Housing, Local Government, Planning and Public Works*	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
INCOME			
Appropriation revenue	1,232,279	1,672,330	2,399,496
Taxes
User charges and fees	812,805	807,537	1,237,712
Royalties and land rents	100	100	100
Grants and other contributions	176,014	32,037	86,436
Interest and distributions from managed funds	2,698	3,609	5,115
Other revenue	3,370	10,542	4,890
Gains on sale/revaluation of assets	4,237	21,444	698
Total income	2,231,503	2,547,599	3,734,447
EXPENSES			
Employee expenses	216,337	232,535	349,872
Supplies and services	1,097,167	1,299,416	1,627,290
Grants and subsidies	607,307	688,459	1,142,408
Depreciation and amortisation	419,613	420,878	679,361
Finance/borrowing costs	33,323	42,120	66,780
Other expenses	21,409	21,417	25,566
Losses on sale/revaluation of assets	12,127	6,629	6,848
Total expenses	2,407,283	2,711,454	3,898,125
OPERATING SURPLUS/(DEFICIT)	(175,780)	(163,855)	(163,678)

*The 2023–24 Budget and 2023–24 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Controlled balance sheet

Department of Housing, Local Government, Planning and Public Works*	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CURRENT ASSETS			
Cash assets	282,732	190,462	118,089
Receivables	151,279	191,525	209,156
Other financial assets	7,000	7,000	7,000
Inventories	196	445	451
Other	9,874	18,546	19,942
Non-financial assets held for sale	1,778	2,314	2,301
Total current assets	452,859	410,292	356,939
NON-CURRENT ASSETS			
Receivables	87,379	87,991	95,537
Other financial assets	228,490	253,266	248,716
Property, plant and equipment	23,694,982	26,167,288	26,246,629
Intangibles	183,175	11,254	183,578
Other
Total non-current assets	24,194,026	26,519,799	26,774,460
TOTAL ASSETS	24,646,885	26,930,091	27,131,399
CURRENT LIABILITIES			
Payables	168,895	284,527	197,966
Accrued employee benefits	5,737	6,098	6,797
Interest bearing liabilities and derivatives	416,128	431,979	440,525
Provisions	2,240	21,441	748
Other	48,258	56,634	53,521
Total current liabilities	641,258	800,679	699,557
NON-CURRENT LIABILITIES			
Payables	48,142	32,095	32,095
Accrued employee benefits
Interest bearing liabilities and derivatives	1,724,762	1,688,855	1,558,653
Provisions	3,200	7,567	7,070
Other	22,233	22,419	21,194
Total non-current liabilities	1,798,337	1,750,936	1,619,012
TOTAL LIABILITIES	2,439,595	2,551,615	2,318,569
NET ASSETS/(LIABILITIES)	22,207,290	24,378,476	24,812,830
EQUITY			
TOTAL EQUITY	22,207,290	24,378,476	24,812,830

*The 2023–24 Budget and 2023–24 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Controlled cash flow statement

Department of Housing, Local Government, Planning and Public Works*	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	1,262,991	1,606,374	2,412,996
User charges and fees	835,676	813,182	1,314,162
Royalties and land rent receipts	100	100	100
Grants and other contributions	186,587	24,999	86,436
Interest and distribution from managed funds received	1,591	2,502	3,211
Taxes
Other	123,748	276,755	287,133
Outflows:			
Employee costs	(216,130)	(232,235)	(349,481)
Supplies and services	(1,107,253)	(1,339,782)	(1,725,020)
Grants and subsidies	(607,307)	(685,459)	(1,144,370)
Borrowing costs	(33,323)	(42,120)	(66,780)
Other	(109,630)	(217,690)	(296,346)
Net cash provided by or used in operating activities	337,050	206,626	522,041
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets	115,507	307	19,300
Investments redeemed	5,000	..	5,000
Loans and advances redeemed	23,076	23,076	26,219
Outflows:			
Payments for non-financial assets	(572,367)	(606,104)	(736,735)
Payments for investments	(450)	(450)	(450)
Loans and advances made	(64,034)	(92,459)	(67,667)
Net cash provided by or used in investing activities	(493,268)	(675,630)	(754,333)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	793,461	796,481	1,112,838
Appropriated equity injections	793,461	796,481	1,112,838
Non-appropriated equity injections
Outflows:			
Borrowing redemptions	(16,193)	(16,193)	(16,281)
Finance lease payments	(237,832)	(222,643)	(421,022)
Equity withdrawals	(257,544)	(224,644)	(515,616)
Appropriated equity withdrawals	(259,294)	(224,644)	(515,616)
Non-appropriated equity withdrawals	1,750
Net cash provided by or used in financing activities	281,892	333,001	159,919
Net increase/(decrease) in cash held	125,674	(136,003)	(72,373)
Cash at the beginning of financial year	134,925	185,059	190,462
Cash transfers from restructure	22,133	141,406	..
Cash at the end of financial year	282,732	190,462	118,089

*The 2023–24 Budget and 2023–24 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Administered income statement

Department of Housing, Local Government, Planning and Public Works*	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
INCOME			
Appropriation revenue	590,526	73,466	743,788
Taxes
User charges and fees	2,534	2,534	5,186
Royalties and land rents
Grants and other contributions	606,864	27,986	675,400
Interest and distributions from managed funds
Other revenue
Gains on sale/revaluation of assets
Total income	1,199,924	103,986	1,424,374
EXPENSES			
Employee expenses
Supplies and services	46,772	33,730	76,331
Grants and subsidies	597,804	54,736	692,557
Depreciation and amortisation
Finance/borrowing costs
Other expenses
Losses on sale/revaluation of assets
Transfers of Administered Revenue to Government	555,348	15,520	655,486
Total expenses	1,199,924	103,986	1,424,374
OPERATING SURPLUS/(DEFICIT)

*The 2023–24 Budget and 2023–24 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Administered balance sheet

Department of Housing, Local Government, Planning and Public Works*	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CURRENT ASSETS			
Cash assets	..	(2,153)	(2,153)
Receivables	..	13	13
Other financial assets
Inventories
Other
Non-financial assets held for sale
Total current assets	..	(2,140)	(2,140)
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment
Intangibles
Other
Total non-current assets
TOTAL ASSETS	..	(2,140)	(2,140)
CURRENT LIABILITIES			
Payables	..	656	656
Transfers to Government payable
Accrued employee benefits	..	1	1
Interest bearing liabilities and derivatives
Provisions
Other
Total current liabilities	..	657	657
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities
TOTAL LIABILITIES	..	657	657
NET ASSETS/(LIABILITIES)	..	(2,797)	(2,797)
EQUITY			
TOTAL EQUITY	..	(2,797)	(2,797)

*The 2023–24 Budget and 2023–24 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Administered cash flow statement

Department of Housing, Local Government, Planning and Public Works*	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	(29,679)	68,296	743,788
User charges and fees	2,534	2,534	5,186
Royalties and land rent receipts
Grants and other contributions	600,753	21,875	675,400
Interest and distribution from managed funds received
Taxes
Other
Outflows:			
Employee costs
Supplies and services	(88,875)	(75,833)	(76,331)
Grants and subsidies	(591,626)	(54,736)	(692,557)
Borrowing costs
Other
Transfers to Government	64,769	(15,541)	(655,486)
Net cash provided by or used in operating activities	(42,124)	(53,405)	..
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	100	..	300
Appropriated equity injections	100	..	300
Non-appropriated equity injections
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals	(100)	..	(300)
Appropriated equity withdrawals
Non-appropriated equity withdrawals	(100)	..	(300)
Net cash provided by or used in financing activities
Net increase/(decrease) in cash held	(42,124)	(53,405)	..
Cash at the beginning of financial year	..	3,017	(2,153)
Cash transfers from restructure	42,124	48,235	..
Cash at the end of financial year	..	(2,153)	(2,153)

*The 2023–24 Budget and 2023–24 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Reporting Entity Financial Statements

Reporting Entity comprises:

- Department of Housing, Local Government, Planning and Public Works (excluding Administered)
- QBuild (from 1 January 2024)

Reporting entity income statement

Department of Housing, Local Government, Planning and Public Works*	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
INCOME			
Appropriation revenue	1,232,279	1,672,330	2,399,496
Taxes
User charges and fees	1,067,304	1,307,533	2,127,693
Royalties and land rents	100	100	100
Grants and other contributions	177,956	33,210	88,181
Interest and distributions from managed funds	2,698	3,609	5,115
Other revenue	29,485	27,054	47,837
Gains on sale/revaluation of assets	4,237	21,444	698
Total income	2,514,059	3,065,280	4,669,120
EXPENSES			
Employee expenses	333,436	344,504	618,661
Supplies and services	1,277,687	1,700,168	2,282,276
Grants and subsidies	607,240	688,460	1,142,408
Depreciation and amortisation	419,790	421,513	681,048
Finance/borrowing costs	33,323	42,120	66,780
Other expenses	22,395	22,577	27,088
Losses on sale/revaluation of assets	12,127	6,629	6,848
Total expenses	2,705,998	3,225,971	4,825,109
Income tax expense/revenue	(4,847)	950	2,307
OPERATING SURPLUS/(DEFICIT)	(187,092)	(161,641)	(158,296)

*The 2023–24 Budget and 2023–24 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Reporting entity balance sheet

Department of Housing, Local Government, Planning and Public Works*	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CURRENT ASSETS			
Cash assets	370,405	275,246	191,795
Receivables	205,217	308,951	322,214
Other financial assets	7,000	7,000	7,000
Inventories	291	606	2,950
Other	63,128	100,052	100,098
Non-financial assets held for sale	1,778	2,314	2,301
Total current assets	647,819	694,169	626,358
NON-CURRENT ASSETS			
Receivables	87,379	87,991	95,537
Other financial assets	228,490	253,266	248,716
Property, plant and equipment	23,702,902	26,173,835	26,266,483
Deferred tax assets	2,226	9,417	12,766
Intangibles	183,380	11,510	183,701
Other
Total non-current assets	24,204,377	26,536,019	26,807,203
TOTAL ASSETS	24,852,196	27,230,188	27,433,561
CURRENT LIABILITIES			
Payables	222,867	408,661	306,195
Current tax liabilities	22	704	477
Accrued employee benefits	11,067	11,298	14,594
Interest bearing liabilities and derivatives	416,128	431,979	440,525
Provisions	2,240	21,441	748
Other	55,111	79,198	85,508
Total current liabilities	707,435	953,281	848,047
NON-CURRENT LIABILITIES			
Payables	48,142	32,095	32,095
Deferred tax liabilities	9	389	329
Accrued employee benefits
Interest bearing liabilities and derivatives	1,724,762	1,688,855	1,558,653
Provisions	3,200	7,567	7,070
Other	22,233	22,419	21,194
Total non-current liabilities	1,798,346	1,751,325	1,619,341
TOTAL LIABILITIES	2,505,781	2,704,606	2,467,388
NET ASSETS/(LIABILITIES)	22,346,415	24,525,582	24,966,173
EQUITY			
TOTAL EQUITY	22,346,415	24,525,582	24,966,173

*The 2023–24 Budget and 2023–24 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Reporting entity cash flow statement

Department of Housing, Local Government, Planning and Public Works*	2023–24 Adjusted Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	1,262,991	1,606,374	2,412,996
User charges and fees	1,146,920	1,358,336	2,305,853
Royalties and land rent receipts	100	100	100
Grants and other contributions	188,992	26,079	88,181
Interest and distribution from managed funds received	1,591	2,502	3,211
Taxes
Other	153,100	298,038	347,319
Outflows:			
Employee costs	(330,432)	(343,127)	(617,240)
Supplies and services	(1,277,692)	(1,680,408)	(2,494,418)
Grants and subsidies	(607,005)	(685,225)	(1,144,370)
Borrowing costs	(33,323)	(42,120)	(66,780)
Taxation equivalents paid	5,519	(6,787)	(5,943)
Other	(111,021)	(227,515)	(299,554)
Net cash provided by or used in operating activities	399,740	306,247	529,355
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets	115,507	307	19,300
Investments redeemed	5,000	..	5,000
Loans and advances redeemed	23,076	23,076	26,219
Outflows:			
Payments for non-financial assets	(576,442)	(610,079)	(751,596)
Payments for investments	(450)	(450)	(450)
Loans and advances made	(64,017)	(92,442)	(67,667)
Net cash provided by or used in investing activities	(497,326)	(679,588)	(769,194)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	797,107	799,772	1,116,384
Appropriated equity injections	793,461	796,481	1,112,838
Non-appropriated equity injections	3,646	3,291	3,546
Outflows:			
Borrowing redemptions	(16,193)	(16,193)	(16,281)
Finance lease payments	(237,832)	(222,643)	(421,022)
Equity withdrawals	(257,544)	(224,644)	(515,616)
Appropriated equity withdrawals	(259,294)	(224,644)	(515,616)
Non-appropriated equity withdrawals	1,750
Dividends paid	(52)	(1,628)	(7,077)
Net cash provided by or used in financing activities	285,486	334,664	156,388
Net increase/(decrease) in cash held	187,900	(38,677)	(83,451)
Cash at the beginning of financial year	134,925	185,059	275,246
Cash transfers from restructure	47,580	128,864	..
Cash at the end of financial year	370,405	275,246	191,795

*The 2023–24 Budget and 2023–24 Estimated Actuals information disclosed is presented on a post-machinery-of-government basis.

Commercialised business units

QBuild¹

Overview

QBuild's vision is to ensure customers benefit from better 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:

- Support Queensland regional jobs.
- Be the trusted building experts for Queensland government agencies.
- Provide state-wide planning, building, maintenance and recovery services.
- Utilise local suppliers and QBuild apprentices.

Contribution to the government's objectives for the community

The agency 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.

Key deliverables

In 2024–25, QBuild will:

- continue to grow our trade-based workforce with an additional 181 staff including 30 apprentices and implement ongoing workforce strategies to grow QBuild to 1,000 trade and apprentice positions by 2026, creating new skilled labour for the state's building industry
- progress a high-quality apprenticeship program ensuring a skilled workforce to deliver government construction and maintenance services and effective natural disaster responses
- increase our regional capacity and capability across Queensland with the upgrade and redevelopment of QBuild's depot infrastructure, upgrading 12 depots by 30 June 2025
- ensure a safe work environment for our customers, contractors and the community
- deliver the Modern Methods of Construction Program through QBuild's Rapid Accommodation and Apprenticeship Centres, in partnership with industry, to fast track the delivery of much needed homes for vulnerable Queenslanders and essential government workers.

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

Performance statement

QBuild¹

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 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	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Overall customer satisfaction ²	70%	72%	..
Percentage of outsourced maintenance spend on QBuild's customers' facilities with Local Zone 1 suppliers (based on physical location of contractor's workplace)	80%	81.3%	80%
Percentage of successful QBuild apprentice completions ³	60%	85%	60%
Efficiency measures			
Total current assets over total current liabilities ⁴	2.01:1	1.72:1	1.66:1
Gross profit as a percentage of revenue generated from work delivered on behalf of QBuild customers ⁵	5.1%	7.4%	6.7%
Net profit before tax and dividends as a percentage of sales ⁶	0%	1.5%	0.6%

Notes:

1. Due to machinery-of-government changes, effective from 18 December 2023, this Centralised Business Unit has transferred to the Department of Housing, Local Government, Planning and Public Works. It was previously presented in the former Department of Energy and Public Works 2023–24 Service Delivery Statements.
2. A 2024–25 Target/Estimate has not been presented as this is a biennial service standard that measures overall customer satisfaction of QBuild services delivered. The next customer satisfaction survey will be conducted in 2025–26.
3. The variance between 2023–24 Target/Estimate to 2023–24 Estimated Actual is due to more apprenticeships being completed by staff than anticipated. The 2024–25 Target/Estimate is set based on Queensland based apprentice completions of less than 50 per cent as reported by the National Centre for Vocational Education Research.
4. The variance between 2023–24 Target/Estimate to 2023–24 Estimated Actual and 2024–25 Target/Estimate mainly reflects the general movements in business activity.
5. The variance between 2023–24 Target/Estimate to 2023–24 Estimated Actual mainly reflects the products and services delivered and the related gross profits achieved. The variance between 2023–24 Target/Estimate to 2024–25 Target/Estimate mainly reflects the products and services delivered and the related gross profits achieved, and delivery support labour costs associated with Rebuild QBuild.
6. The variance between 2023–24 Target/Estimate to 2023–24 Estimated Actual mainly reflects the movement in contribution from the expected changes in the volume of sales, phasing of revenue to support Rebuild QBuild and expected costs for business system projects and the impacts of Enterprise Bargaining Agreements.

Budget summary

Staffing

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

Service area	2023–24 Adjusted Budget ¹	2023–24 Est. Actual	2024–25 Budget ²
QBuild	1,712	1,712	2,284

Notes:

1. The 2023–24 Budget information disclosed is presented on a post-machinery-of-government basis.
2. The variance between 2023–24 Estimated Actual and 2024–25 Budget reflects the allocation of FTE for Rebuild QBuild to engage trade staff, apprentices and support staff for the revitalisation of the QBuild Trade and Apprentice Program and the post-machinery-of-government changes with Corporate FTEs allocated to their respective agencies (i.e. Department of Energy and Climate and the Department of Housing, Local Government, Planning and Public Works).

Capital program

Total capital program for QBuild are \$14.9 million in 2024–25. Program highlights include:

- \$7.6 million investment to further deliver QBuild Rapid Accommodation and Apprenticeship Centres in South East Queensland and Cairns
- \$5.7 million investment to continue office and depot infrastructure upgrades across the state.

The table below shows the capital program for QBuild in the respective years.

	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
Capital purchases	4,343	4,243	14,861
Capital grants
Total capital outlays	4,343	4,243	14,861

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

Financial statements

Income statement

Total income in 2024–25 is budgeted to be \$1.370 billion, a decrease of \$16.3 million from the 2023–24 Estimated Actuals predominately reflecting anticipated client agencies programs of work which is partially offset by an increase in other revenue to support Rebuild QBuild.

Total expenses in 2024–25 are budgeted to be \$1.362 billion, a decrease of \$3.8 million from the 2023–24 Estimated Actuals reflecting a decrease in supplies and services reflecting increased insourcing of works as part of Rebuild QBuild and client agencies programs of work which is partially offset by an increase in employee expenses mainly due to Rebuild QBuild and scheduled Enterprise Bargaining Agreement increases.

Balance sheet

Net assets in 2024–25 are budgeted at \$153.3 million, an increase of \$6.2 million from the 2023–24 Estimated Actuals predominately reflecting the investment to further deliver QBuild Rapid Accommodation and Apprenticeship Centres and office and depot infrastructure upgrades across the state.

Income statement

QBuild	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
INCOME			
User charges and fees	1,123,849	1,347,467	1,324,700
Grants and other contributions	2,680	1,911	1,918
Interest and distributions from managed funds
Other revenue	46,646	37,043	43,499
Gains on sale/revaluation of assets
Total income	1,173,175	1,386,421	1,370,117
EXPENSES			
Employee expenses	211,640	206,510	268,789
Supplies and services	958,738	1,157,091	1,090,430
Grants and subsidies	..	68	..
Depreciation and amortisation	534	992	1,687
Finance/borrowing costs
Other expenses	1,364	1,538	1,522
Losses on sale/revaluation of assets
Total expenses	1,172,276	1,366,199	1,362,428
Income tax expense/revenue	270	6,067	2,307
OPERATING SURPLUS/(DEFICIT)	629	14,155	5,382

Balance sheet

QBuild	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CURRENT ASSETS			
Cash assets	87,673	84,784	73,706
Receivables	115,204	148,169	147,322
Other financial assets
Inventories	95	161	2,499
Other	53,254	81,506	80,156
Non-financial assets held for sale
Total current assets	256,226	314,620	303,683
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment	7,920	6,547	19,854
Deferred tax assets	2,226	9,417	12,766
Intangibles	205	256	123
Other
Total non-current assets	10,351	16,220	32,743
TOTAL ASSETS	266,577	330,840	336,426
CURRENT LIABILITIES			
Payables	115,238	154,877	142,493
Current tax liabilities	22	704	477
Accrued employee benefits	5,330	5,200	7,797
Interest bearing liabilities and derivatives
Provisions
Other	6,853	22,564	31,987
Total current liabilities	127,443	183,345	182,754
NON-CURRENT LIABILITIES			
Payables
Deferred tax liabilities	9	389	329
Accrued employee benefits
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities	9	389	329
TOTAL LIABILITIES	127,452	183,734	183,083
NET ASSETS/(LIABILITIES)	139,125	147,106	153,343
EQUITY			
TOTAL EQUITY	139,125	147,106	153,343

Cash flow statement

QBuild	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
User charges and fees	1,200,815	1,443,369	1,422,889
Grants and other contributions	2,680	1,355	1,918
Interest and distribution from managed funds received
Other	62,550	54,481	60,738
Outflows:			
Employee costs	(212,559)	(209,149)	(267,759)
Supplies and services	(1,052,722)	(1,231,553)	(1,201,321)
Grants and subsidies	..	(68)	..
Borrowing costs
Taxation equivalents paid	(251)	(12,557)	(5,943)
Other	(1,849)	(10,283)	(3,208)
Net cash provided by or used in operating activities	(1,336)	35,595	7,314
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets
Investments redeemed
Loans and advances redeemed
Outflows:			
Payments for non-financial assets	(4,343)	(4,243)	(14,861)
Payments for investments
Loans and advances made
Net cash provided by or used in investing activities	(4,343)	(4,243)	(14,861)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	3,646	3,291	3,546
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals
Dividends paid	(52)	(1,628)	(7,077)
Net cash provided by or used in financing activities	3,594	1,663	(3,531)
Net increase/(decrease) in cash held	(2,085)	33,015	(11,078)
Cash at the beginning of financial year	89,758	51,769	84,784
Cash transfers from restructure
Cash at the end of financial year	87,673	84,784	73,706

Statutory bodies

Queensland Building and Construction Commission¹

Overview

The Queensland Building and Construction Commission's (QBCC) vision is for a thriving and resilient building and construction industry inspiring confidence, and supporting social, environmental and economic outcomes for Queenslanders. The QBCC's role in achieving this vision is outlined in its purpose, being 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
- improve the customer experience through the provision of information, advice and decisions that are practical, clearly communicated, transparent and timely
- educate and inform customers and stakeholders to support continuous quality improvement
- be a sustainable and digitally enabled organisation.

Contribution to the government's objectives for the community

The agency 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.

Key deliverables

In 2024–25, the Queensland Building and Construction Commission will continue to focus on delivering better services and outcomes to licensees, consumers and the community by:

- increasing frontline staff to deliver improvements across critical service areas like dispute resolution, building inspections, licensing, home warranty claims management and maintaining security of payment for subcontractors
- continuing to identify at risk companies, intervene early and work to support industry financial stability and minimise risk to consumers
- improving the customer experience through embedding a customer-centric culture, setting customer service standards and leveraging customer research and data analysis to inform service improvements
- continuing to assist property owners, builders and contractors to resolve a broader range of dispute issues
- implementing the government's policy reform agenda, including the continued implementation of the Queensland Building Plan reforms and other government initiatives
- implementing its digital services strategy and roadmap to ensure its information systems are contemporary and integrated; making it easier for customers and stakeholders to interact with the QBCC
- progressing the rollout of the Regulatory Assurance Framework to provide quality assurance of our regulatory decisions resulting in greater clarity, transparency and consistency
- progressing the QBCC Regulatory Academy to improve quality of decisions through training staff and to provide information and education opportunities to customers.

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

Performance statement

Queensland Building and Construction Commission¹

Objective

To deliver excellence in regulatory services in the building and construction industry to reduce risk and offer protection from harm, by striving for the highest standards of efficiency, effectiveness, transparency, and integrity in our regulatory and customer services.

Description

The Queensland Building and Construction Commission (QBCC) envisions a thriving and resilient industry, inspiring confidence, and supporting sustainable social, environmental, and economic outcomes for Queenslanders. The QBCC provides regulatory services to the building and construction industry and its users. Our regulatory services aim to reduce physical and financial risk and offer our customers (licensees and consumers) protection from associated harms. We do this through the responsive and timely provision of advice, information and engagement activities and by making fair, consistent, timely, and transparent decisions in line with the legislation we administer.

The Service Trades Council (established under the *Plumbing and Drainage Act 2008*) forms part of the QBCC and supports the QBCC in regulating Queensland's plumbing and drainage trades.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	65%	62.7%	65%
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	7%	7%	7%
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	80%	80%	80%
Efficiency measures			
Cost of recovering \$1.00 of funds owed to creditors ²	\$0.55	\$0.51	\$0.55
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> ³	\$1,500	\$1,754	\$1,500
Other measures			
Percentage of early dispute resolution cases finalised within 28 days	80%	80%	80%
Average number of days to process licence applications ⁴	30 days	25 days	30 days
Percentage of owner builder permits approved within 15 working days ⁵	90%	75%	90%
Percentage of adjudication applications referred to an adjudicator within 4 business days ⁶	100%	99.3%	100%
Percentage of insurance claims for defective work assessed and response provided within 35 business days ⁷	50%	25%	35%
Average processing time for an early dispute resolution case	28 working days	28 working days	28 working days
Average approval time for defects claims less than \$20,000 ⁷	35 working days	50 working days	50 working days

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Percentage of internal review applicants contacted within 2 business days	95%	95%	95%

Notes:

1. Due to machinery-of-government changes effective from 18 December 2023 the Queensland Building and Construction Commission (QBCC) has transferred to the Department of Housing, Local Government, Planning and Public Works and was previously presented in the former Department of Energy and Public Works 2023–24 *Service Delivery Statements*.
2. The variance between the 2023–24 Target/Estimate and 2023–24 Estimated Actual is due to lower expenditure as a result of resource management. The QBCC does not play a debt recovery role, and any monies recovered are an incidental result of potential regulatory action to be undertaken.
3. The variance between the 2023–24 Target/Estimate and 2023–24 Estimated Actual is due to implementing new initiatives aimed at education and improving customer experience. In particular, related changes to the Licensing Branch (including new positions) was aimed at operational improvements in quality assurance and quality improvement. The number of applications assessed is also slightly lower than the original assumption, further increasing the variance.
4. The positive variance between the 2023–24 Target/Estimate and 2023–24 Estimated Actual is due to the proficient management of resourcing and assessment of applications.
5. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to the 2023–24 calculation methodology not specifically allowing a focus on complete applications only. A significant proportion of applicants provide incomplete applications, which requires QBCC assessment staff to seek further information and then allow the applicant a reasonable timeframe to provide the missing information. A slight amendment has been made to the 2024–25 calculation methodology to only take into account complete applications, to enable a greater clarity on the time of the actual process. With this change, past performance results will not be directly comparable.
6. The slight variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual was due to human error in referral of two separate matters creating delay in each instance, which was resolved with no consequence.
7. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is the result of the increasing number of non-completion claims, defective work claims, defective work complaints, and early dispute resolution cases received due to market conditions. The QBCC is implementing a program of works to improve claims management timeframes. The 2024–25 Target/Estimate is based on the 2023–24 Estimated Actual, acknowledging the challenging industry landscape. A slight amendment has been made to the calculation methodology for assessments and responses to claims to include both approved and declined claims. This enables greater visibility of volume and monitoring of claims throughout the claims process. With this change, past performance results will not be directly comparable.

Budgeted summary

Staffing

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

Service area	2023–24 Budget	2023–24 Est. Actual	2024–25 Budget
QBCC	741	741	778
Total FTEs	741	741	778¹

Notes:

1. The increase in 2024–25 relates to the increased focus on improved claims processes and outcomes, and increases across the organisation including frontline services and support teams, to reduce corporate risk and harm in the industry.

Capital program

Total capital program is \$5.7 million in 2024–25 including \$4 million for new leasehold premises fitouts and \$1.7 million for replacement of motor vehicles.

	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
Capital purchases	1,394	3,308	5,745
Capital grants
Total capital outlays	1,394	3,308	5,745

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 budgeted income for 2024–25 is \$346.1 million, a decrease of \$73.4 million from the Estimated Actuals for the 2023–24 financial year. Income is lower due to an expected decrease in claims recovery income in 2024–25 which is based on claims closed. During 2023–2024 claims closed were high due to economic factors in the industry. The Estimated Actual for 2023–24 included funding support of \$41.7 million.

The budgeted expenses for 2024–25 are \$389.2 million, a decrease of \$22.9 million from the Estimated Actuals for the 2023–24 financial year. Expenditure is lower due to a decrease in losses on sale/revaluation of assets relating to a reduction in the provision for doubtful receivables for claim recovery income due to an expected decrease in associated income. The QBCC is committed to improving service delivery against a backdrop of sustained challenges in the industry, with a view to supporting, as far as possible, the sustainability of the sector, and reducing the effects of harm.

Balance sheet

The net assets position is estimated to be \$142.4 million decreasing from an estimated position of \$185.5 million in 2023–24. The decrease is expected to be in cash assets due to the deficit forecast for 2024–25.

Income statement

Queensland Building and Construction Commission	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
INCOME			
Taxes
User charges and fees	190,332	191,723	203,783
Grants and other contributions
Interest and distributions from managed funds	10,758	5,612	3,924
Other revenue	89,880	204,895	125,342
Gains on sale/revaluation of assets	346	17,260	13,021
Total income	291,316	419,490	346,070
EXPENSES			
Employee expenses	111,475	99,802	114,125
Supplies and services	55,788	59,615	61,386
Grants and subsidies
Depreciation and amortisation	4,805	4,713	4,559
Finance/borrowing costs	142	142	71
Other expenses	120,619	144,361	140,880
Losses on sale/revaluation of assets	55,298	103,501	68,163
Total expenses	348,127	412,134	389,184
OPERATING SURPLUS/(DEFICIT)	(56,811)	7,356	(43,114)

Balance sheet

Queensland Building and Construction Commission	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CURRENT ASSETS			
Cash assets	(43,519)	27,086	(14,127)
Receivables	62,188	87,085	94,294
Other financial assets	462,777	509,037	526,813
Inventories
Other	18,864	15,122	16,778
Non-financial assets held for sale
Total current assets	500,310	638,330	623,758
NON-CURRENT ASSETS			
Receivables	112,369	101,113	104,263
Other financial assets
Property, plant and equipment	9,463	9,575	10,485
Intangibles	129	128	9
Other
Total non-current assets	121,961	110,816	114,757
TOTAL ASSETS	622,271	749,146	738,515
CURRENT LIABILITIES			
Payables	50,743	66,988	66,067
Accrued employee benefits	14,133	13,016	17,936
Interest bearing liabilities and derivatives	4,103	4,079	2,152
Provisions	95,905	130,036	129,917
Other	43,865	52,438	66,368
Total current liabilities	208,749	266,557	282,440
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits	12,226	11,902	12,915
Interest bearing liabilities and derivatives	2,308	2,307	158
Provisions	268,809	282,883	300,619
Other
Total non-current liabilities	283,343	297,092	313,692
TOTAL LIABILITIES	492,092	563,649	596,132
NET ASSETS/(LIABILITIES)	130,179	185,497	142,383
EQUITY			
TOTAL EQUITY	130,179	185,497	142,383

Cash flow statement

Queensland Building and Construction Commission	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
User charges and fees	129,110	74,700	142,341
Grants and other contributions
Interest and distribution from managed funds received	1,184	5,612	3,924
Taxes
Other	81,396	213,377	122,192
Outflows:			
Employee costs	(108,148)	(97,225)	(108,192)
Supplies and services	(56,155)	(60,133)	(67,726)
Grants and subsidies
Borrowing costs	(142)	(142)	(71)
Other	(108,760)	(120,972)	(119,500)
Net cash provided by or used in operating activities	(61,515)	15,217	(27,032)
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets	720	796	919
Investments redeemed	14,651	..	318
Loans and advances redeemed
Outflows:			
Payments for non-financial assets	(1,394)	(3,308)	(5,745)
Payments for investments	(817)	(4,690)	(5,597)
Loans and advances made
Net cash provided by or used in investing activities	13,160	(7,202)	(10,105)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections
Outflows:			
Borrowing redemptions
Finance lease payments	(4,012)	(4,087)	(4,076)
Equity withdrawals
Net cash provided by or used in financing activities	(4,012)	(4,087)	(4,076)
Net increase/(decrease) in cash held	(52,367)	3,928	(41,213)
Cash at the beginning of financial year	8,848	23,158	27,086
Cash transfers from restructure
Cash at the end of financial year	(43,519)	27,086	(14,127)

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.

Contribution to the government's objectives for the community

The agency 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.

Key deliverables

In 2024–25, Residential Tenancies Authority will continue:

- working with the Queensland Government to implement rental reforms and initiatives under the 'Support for Queenslanders' and the 'Renters Relief Package' in the *Homes for Queenslanders* plan
- to enforce compliance with the *Residential Tenancies and Rooming Accommodation Act 2008* and implement the Compliance and Enforcement Action Plan 2024
- delivering the RTA's Strategic Plan 2022–26 including implementing digital transformation internally and externally to drive efficiencies, improve access and service delivery and respond to an evolving environment.

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, 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	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Proportion of disputes resolved after parties participated in the conciliation process ¹	70%	76.2%	70%
Overall client satisfaction with the Residential Tenancies Authority Contact Centre ²	75%	81%	75%
Efficiency measure			
Total operational cost for Residential Tenancies Authority output (excluding grants) as a proportion of the value of bonds held	3.5%	3.5%	3.7%

Notes:

1. The favourable variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to the RTA's continual focus on upskilling staff and creating a flexible workforce that can adapt to changes in customer demand.
2. The favourable variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to the ongoing focus on reducing the overall average speed of answer since November 2023.

Budgeted summary

Staffing

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

Service area	2023–24 Budget	2023–24 Est. Actual	2024–25 Budget
Residential Tenancies Authority	240	260	260
Total FTEs	240	260	260

Financial statements

Income statement

In 2024–25, total expenses are estimated to be \$63.1 million, an increase of \$5.4 million from the 2023–24 Estimated Actual due to increases in Enterprise Bargaining Agreements, increases in frontline resources to meet the increased demand and complexity of support required in the residential rental sector, and the delivery of mandatory projects and initiatives required to deliver strategic plan priorities.

In 2024–25, total income is estimated to be \$38.3 million, a decrease of \$1.8 million from the 2023–24 Estimated Actual due to no Other Income being derived in 2024–25.

Balance sheet

By the end of 2024–25, the RTA forecast a net liability position of \$7.1 million. The largest asset is the cash balance of rental bonds held of \$1.344 billion, which is offset by the associated rental bond liability of \$1.344 billion.

Income statement

Residential Tenancies Authority	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
INCOME			
Taxes
User charges and fees
Grants and other contributions	36,567	37,119	37,505
Interest and distributions from managed funds	547	1,021	792
Other revenue	2,003	1,997	..
Gains on sale/revaluation of assets
Total income	39,117	40,137	38,297
EXPENSES			
Employee expenses	34,943	34,246	37,954
Supplies and services	17,715	20,906	21,110
Grants and subsidies
Depreciation and amortisation	1,671	1,989	3,370
Finance/borrowing costs
Other expenses	468	527	600
Losses on sale/revaluation of assets	20	20	20
Total expenses	54,817	57,688	63,054
OPERATING SURPLUS/(DEFICIT)	(15,700)	(17,551)	(24,757)

Balance sheet

Residential Tenancies Authority	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CURRENT ASSETS			
Cash assets	1,136,640	1,288,959	1,347,589
Receivables	549	446	340
Other financial assets
Inventories
Other	375	336	379
Non-financial assets held for sale
Total current assets	1,137,564	1,289,741	1,348,308
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment	154	187	111
Intangibles	3,642	3,304	10
Other	69	91	69
Total non-current assets	3,865	3,582	190
TOTAL ASSETS	1,141,429	1,293,323	1,348,498
CURRENT LIABILITIES			
Payables	1,125,100	1,270,199	1,348,246
Accrued employee benefits	3,609	4,166	5,468
Interest bearing liabilities and derivatives
Provisions
Other
Total current liabilities	1,128,709	1,274,365	1,353,714
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits	1,351	1,269	1,852
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities	1,351	1,269	1,852
TOTAL LIABILITIES	1,130,060	1,275,634	1,355,566
NET ASSETS/(LIABILITIES)	11,369	17,689	(7,068)
EQUITY			
TOTAL EQUITY	11,369	17,689	(7,068)

Cash flow statement

Residential Tenancies Authority	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
User charges and fees
Grants and other contributions	36,567	37,119	37,505
Interest and distribution from managed funds received	537	1,009	852
Taxes
Other	3,248	1,900	26
Outflows:			
Employee costs	(34,552)	(33,982)	(36,069)
Supplies and services	(17,840)	(20,928)	(21,131)
Grants and subsidies
Borrowing costs
Other	77,381	124,130	77,447
Net cash provided by or used in operating activities	65,341	109,248	58,630
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	65,341	109,248	58,630
Cash at the beginning of financial year	1,071,299	1,179,711	1,288,959
Cash transfers from restructure
Cash at the end of financial year	1,136,640	1,288,959	1,347,589

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.



Queensland Budget 2024–25

Service Delivery Statements

budget.qld.gov.au