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Hon Dr Anthony Lynham  
Treasurer  
Minister for Natural Resources, Mines and Energy  
1 William Street  
Brisbane Qld 4000

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2017-2018 and financial statements for Unitywater.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- the detailed requirements set out in the *Annual report requirements for Queensland Government agencies*.

A checklist outlining the annual reporting requirements can be found at page 91 of this annual report.

Yours sincerely

**Jim Soorley**  
Chairman

4 September 2018

# SUMMARY OF COMPLIANCE





Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7	Page 90
Accessibility	Table of contents	ARRs - section 9.1	Page 3
	Glossary	ARRs - section 9.1	Page 93
	Public availability	ARRs – section 9.2	Page 2
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	Page 2
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	Page 2
	Information licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5	N/A
General information	Introductory information	ARRs – section 10.1	Page 4
	Agency role and main functions	ARRs – section 10.2	Page 4
	Operating environment	ARRs – section 10.3	Page 5
Non-financial performance	Government's objectives for the community	ARRs – section 11.1	Page 7
	Other whole-of-government plans/specific initiatives	ARRs – section 11.2	N/A
	Agency objectives and performance indicators	ARRs – section 11.3	Page 7
	Agency service areas and service standards	ARRs – section 11.4	Page 8, 12, 13
Financial performance	Summary of financial performance	ARRs – section 12.1	Page 38
Governance – management and structure	Organisational structure	ARRs – section 13.1	Page 35
	Executive management	ARRs – section 13.2	Page 37
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3	N/A
	<i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethics Act 1994</i> ARRs - section 13.4	Page 33
	Queensland public service values	ARRs - section 13.5	Page 9, 10

Summary of requirement		Basis for requirement	Annual report reference
<b>Governance – risk management and accountability</b>	Risk management	ARRs – section 14.1	Page 7, 33
	Audit committee	ARRs – section 14.2	Page 33, 36
	Internal audit	ARRs – section 14.3	Page 33
	External scrutiny	ARRs – section 14.4	Page 34
	Information systems and record keeping	ARRs – section 14.5	Page 34
<b>Governance – human resources</b>	Strategic workforce planning and performance	ARRs – section 15.1	Page 28, 29, 30, 31, 32
	Early retirement, redundancy and retrenchment	<i>Directive No.11/12 Early Retirement, Redundancy and Retrenchment</i>  <i>Directive No.16/16 Early Retirement, Redundancy and Retrenchment (from 20 May 2016)</i>  ARR – section 15.2	N/A
<b>Open Data</b>	Statement advising publication of information	ARRs – section 16	Page 34
	Consultancies	ARRs – section 33.1	Page 34
	Overseas travel	ARRs – section 33.2	Page 34
	Queensland Language Services Policy	ARRs – section 33.3	N/A
<b>Financial statements</b>	Certification of financial statements	FAA – section 62 FPMS – sections 42, 43 and 50 ARR – section 17.1	Page 86
	Independent Auditor's report	FAA – section 62 FPMS – section 50 ARR – section 17.2	Page 87
<b>Definitions</b>	FAA	<i>Financial Accountability Act 2009</i>	
	FPMS	<i>Financial and Performance Management Standard 2009</i>	
	ARRs	<i>Annual report requirements for Queensland Government agencies</i>	
	N/A	Not applicable	

# GLOSSARY

Term	Meaning
<b>Certified Agreement</b>	The Unitywater Enterprise Bargaining Agreement that was certified by the Queensland Industrial Relations Commission
<b>CEO</b>	Chief Executive Officer
<b>EDRMS</b>	Electronic Document and Record-keeping Management System
<b>EWOQ</b>	Energy and Water Ombudsman Queensland
<b>GL</b>	Gigalitre, which is 1 billion litres
<b>GPS</b>	Global Positioning System
<b>ICT</b>	Information and Communications Technology
<b>Infiltration</b>	Groundwater entering underground infrastructure via cracks and faulty joints
<b>Inflow</b>	Rainwater entering the sewerage network via defective or inappropriate plumbing of stormwater to the sewer
<b>IPA</b>	Information Privacy Act
<b>ISO</b>	International standards developed by the International Organization for Standardization to ensure that products and services are safe, reliable and of good quality
<b>ML</b>	Megalitre, which is 1 million litres
<b>Participation Agreement</b>	Sets out the rights of our participating councils and Unitywater's obligations to these councils
<b>Participating councils</b>	The Moreton Bay Regional Council, Sunshine Coast Council and Noosa Council, with whom Unitywater has a Participation Agreement
<b>QCA</b>	Queensland Competition Authority
<b>R&amp;D</b>	Research and development
<b>RTI</b>	Right to Information Act
<b>Sewage</b>	Waste discharged from sinks, drains, toilets and appliances such as dishwashers and washing machines
<b>Sewerage</b>	The infrastructure network used to receive, store, transport and treat sewage
<b>SEQ</b>	South East Queensland
<b>STP</b>	Sewage Treatment Plant



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-  [unitywater.com](http://unitywater.com)
  -  **1300 086 489**  
Emergencies and Faults 24 hours  
Customer Service: 7am - 6pm,  
Mon - Fri (except public holidays)
  -  Unitywater, PO Box 953, Caboolture QLD 4510
  -  Customer Service Counters 8.30am - 4.30pm,  
Mon - Fri (except public holidays)  
8-10 Maud Street, Maroochydore QLD 4558  
33 King Street, Caboolture QLD 4510

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Unitywater has certification to  
OH&S ISO 4801  
Environmental ISO 14001  
Quality Systems ISO 9001  
Food Safety Management ISO 22000

