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Hon Dr Anthony Lynham MP
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 2018-2019 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 2019*, 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 92 of this annual report.

Yours sincerely

Jim Soorley
Chairman

4 September 2019

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 91
Accessibility	Table of contents	ARRs - section 9.1	Page 3
	Glossary	ARRs - section 9.1	Page 94
	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 6
	Agency role and main functions	ARRs – section 10.2	Page 6
	Operating environment	ARRs – section 10.3	Page 6, 7
Non-financial performance	Government’s objectives for the community	ARRs – section 11.1	Page 6
	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 6, 10, 11
Financial performance	Summary of financial performance	ARRs – section 12.1	Page 12
Governance – management and structure	Organisational structure	ARRs – section 13.1	Page 28
	Executive management	ARRs – section 13.2	Page 32
	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 26
	Queensland public service values	ARRs - section 13.5	Page 4, 5

	SUMMARY OF REQUIREMENT	BASIS FOR REQUIREMENT	ANNUAL REPORT REFERENCE
Governance – risk management and accountability	Risk management	ARRs – section 14.1	Page 26, 31
	Audit committee	ARRs – section 14.2	Page 26, 31
	Internal audit	ARRs – section 14.3	Page 26
	External scrutiny	ARRs – section 14.4	Page 27
	Information systems and record keeping	ARRs – section 14.5	Page 26
Governance – human resources	Strategic workforce planning and performance	ARRs – section 15.1	Page 18, 19, 20, 21
	Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	N/A
Open Data	Statement advising publication of information	ARRs – section 16	Page 27
	Consultancies	ARRs – section 33.1	Page 27
	Overseas travel	ARRs – section 33.2	Page 27
	Queensland Language Services Policy	ARRs – section 33.3	N/A
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 42, 43 and 50 ARRs – section 17.1	Page 87
	Independent Auditor’s report	FAA – section 62 FPMS – section 50 ARRs – section 17.2	Page 88
Definitions	FAA <i>Financial Accountability Act 2009</i> FPMS <i>Financial and Performance Management Standard 2019</i> ARRs <i>Annual report requirements for Queensland Government agencies</i> N/A <i>Not applicable</i>		

Glossary

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



Unitywater

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 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

Unitywater has certification to
OH&S AS/NZS 4801:2001 Reg No 500000079
Environmental ISO 14001:2015 Reg No 500000079
Quality ISO 9001:2015 Reg No 500000079
Food Safety ISO 22000:2018 Reg No 500000079

