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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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investing in tomorrow.

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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

