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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
Governance – risk management and accountability	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
Governance – human resources	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
Open Data	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
Financial statements	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
Definitions	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
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



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-  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

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

