

VALUERS
REGISTRATION
BOARD OF QUEENSLAND



ANNUAL
REPORT
2020–21 —

This Annual Report provides information about the Valuers Registration Board of Queensland's financial and non-financial performance for the 2020–21 year. It has been prepared in accordance with the *Financial Accountability Act 2009* (Qld), the Financial and Performance Management Standard 2009 (Qld) and the annual report requirements for Queensland Government statutory bodies.

This report has been prepared for the Minister for Resources to submit to Parliament. It has also been prepared to meet the needs of our stakeholders including governments, industry, business associations, community groups, and staff.

The Valuers Registration Board of Queensland is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty understanding this Annual Report, you can contact us on (07) 3221 3892 and we will arrange an interpreter to effectively communicate the report to you.



Public Availability

Copies of the Valuers Registration Board of Queensland Annual Report are available online at www.vrbq.qld.gov.au. Print copies are also available by calling (07) 3221 3892 or emailing admin@vrbq.qld.gov.au.

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Valuers Registration Board of Queensland Annual Report 2020–21

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ISSN 2208-407X – online

ISSN 2208-4061 – print

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Letter of Compliance

11 August 2021

The Honourable Scott Stewart MP
Minister for Resources
PO Box 15216
CITY EAST QLD 4002

Dear Minister,

I am pleased to submit for presentation to the Parliament the 2020–21 Annual Report and financial statements for the Valuers Registration Board of Queensland.

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 18 of this annual report.

Yours sincerely



Dr Andrea Blake
Chairperson
Valuers Registration Board of Queensland

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Message from the Chairperson

I am pleased to present the Valuers Registration Board of Queensland's (the Board) Annual Report for 2020–21. It outlines our work to protect the community through the regulation of the valuation profession in Queensland, and our achievements in contributing to Government's objectives.

The challenges facing the profession from COVID-19 remain and it is pleasing to see the profession actively manage these additional risks to themselves and to the community, while still practicing their profession to the highest standards. Valuers continue to be agile and act quickly and responsively to incorporate government directives and recommendations to minimise the spread of COVID-19 in carrying out their work. This contributes to the Government's objective of safeguarding the health of the community.

The appointment terms of all Board Members and Assistant Members expired on 31 January 2021, with all Members and Assistant Members reappointed on 9 April 2021. As a result, the Board did not meet during this interregnum period.

With the reappointment of the Board, I was very honoured to accept the role of Chair, and at being the first female Chair in the Board's 55-year history. This is an important milestone worthy of recognition in that it takes a step forward in acknowledging the diversity that exists in the valuation profession and further promoting a diverse and inclusive professional environment.

I would like to recognise the wonderful leadership of the Immediate Past Chair, Neil Bray, who has led the Board through some significant challenges over the last six years. I am very pleased that Neil has agreed to stay on as a Board Member, so we will be able to retain his wisdom and experience.

In terms of the Board's operations, both the staff and Board members were able to implement alternative strategies to ensure that the general business of the Board continued with minimal interruption from COVID-19 and the interregnum period. This is highlighted by the successful registration renewal process that could have easily been disrupted by either of these challenges.

The Board is progressing its own Valuation Rules, with a draft nearing completion. This will then lead to a review of supporting policies, procedures, and associated documentation to ensure currency, alignment to best practice and increased transparency.

Throughout the year the Board conducted 36 interviews to evidence capability in valuing land in Queensland, granted 49 new valuer registrations, and processed 1452 valuer registration renewals. Page 9 of this report provides more detail on registrations.

The Board opened 22 new complaints during the year, in addition to the three complaints carried over from the previous year. Of the new complaints, 17 were related to registered valuers, and five complaints were related to unregistered practice. In total 17 matters were dismissed, one reprimand was issued to a registered valuer, and one notice issued relating to a breach of section 63 of the *Valuers Registration Act 1992* - Practice of an Unregistered Valuer Prohibited.

Six complaints have been carried forward to the 2021–2022 year. Of these, one complaint is being referred back to the Queensland Consumer and Administrative tribunal (QCAT) after a successful appeal outcome in the Supreme Court; investigations into two complaints have since been completed - which resulted in two reprimands being issued; one complaint has since been withdrawn by the complainant and then subsequently dismissed; one investigation is still in progress; and one complaint has been dismissed.

The Board continues to offer University Award prizes, which also include mentoring sessions as part of the award. These activities support the Government's priority to invest in skills, so Queenslanders have the skills they need to find meaningful jobs and set up pathways for the future.

I offer this Annual Report as a record of the Board's achievements for the 2020–21 year and its future direction with the community, the industry, and the profession. I would also like to thank my fellow Board Members for their strong commitment to the Board, and to all staff for their ongoing work and commitment to the Board's efficient operations.

Yours sincerely,



Dr Andrea Blake

Chair

Valuers Registration Board of Queensland





Part 1: About the Board

Our purpose

The Valuers Registration Board of Queensland (the Board) is Queensland's property valuation regulator. Established in 1965 to increase the standards of valuation work and to provide a measure of protection in the public interest, the Board is responsible for the administration of the *Valuers Registration Act 1992* (Qld) (the Act) and Valuers Registration Regulation 2013 (Qld) (the Regulation).

The Board is a self-funded statutory body which reports to the Minister for Resources and has an administrative relationship with its portfolio agency, the Department of Resources (the Department).

The Act establishes the Board and provides for the registration and discipline of registered valuers in Queensland.

The objectives of the Act are to:

- protect the public by ensuring that a person registered under the Act is competent to value land in Queensland
- maintain public confidence in the standard of services provided by registered valuers
- impose obligations on persons about the practice of land valuation and their professional conduct
- manage complaints and disciplinary matters concerning valuers.

The main objectives of the Act are achieved by:

- registering valuers who have attained recognised credentials, have sufficient practical experience, are of good fame and character, and have passed an examination approved by the Board
- registering specialist retail valuers who have demonstrated their competence to make determinations under the *Retail Shop Leases Act 1994* (Qld)
- monitoring and enforcing compliance with the Act and imposing standards of practice for registered valuers

- ensuring currency in the profession by mandating Continuing Professional Development.

Our vision

We are committed to fostering professional excellence of registered valuers in Queensland.

Our strategic objectives

The Board's strategic direction is guided by the key functions and powers of the Act and the Regulation, our 2020–21 strategic objectives included:

1. driving a robust regulatory framework
2. investing in professional excellence
3. communicating to foster industry best practice
4. achieving effective complaint and notification management
5. enabling a high performing culture.

Our strategic risks

The Board effectively manages its risks and opportunities to inform decision making and ensure that strategic objectives can be met. Our key strategic risks and challenges include:

1. ability to effectively regulate registered valuers in Queensland
2. public reputation
3. managing revenue and expenses
4. limited resources
5. innovation of the regulatory framework.

Our operating environment

The Board entered an interregnum period between January 2021 and April 2021 as appointments to the Board were confirmed. The Board was unable to meet during this period.

Modernisation of the Act and the Regulations are a significant focus for the Board, in order to be agile and responsive to expectations of Government, the public and the profession as challenges arise.

Organisational structure

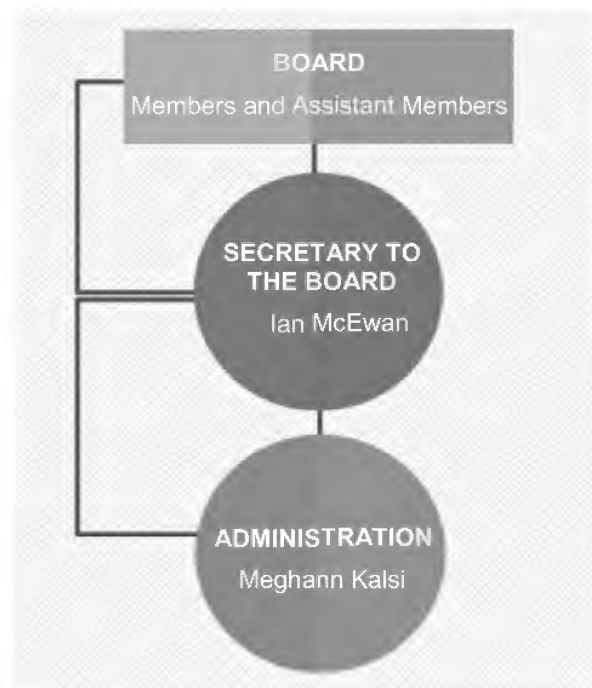
Appointed by the Governor in Council, the Board consists of five members and three assistant members who are responsible for governing, directing and monitoring the Board's business, affairs and operations. The terms of all Board Members and Assistant Members expired on 31 January 2021 and they were reappointed on 9 April 2021. Dr Andrea Blake was also appointed as Chairperson at this time.

Membership composition of the Board includes:

- one nominee, who is a valuer, of the Valuer-General
- two registered valuers, one of whom is appointed from names submitted by the Australian Property Institute (API)
- two nominees, from business, community or professional organisations.

Assistant members are appointed as nominees of registered valuers from the API and the Real Estate Institute of Queensland and attend meetings when a member is unavailable.

Organisational chart



Total full-time equivalent staff: 1.6

No redundancy packages were paid during the reporting period.

Our Board as at 30 June 2021

Andrea Blake *AAP/*

Chairperson (9 April 2021 to date), Registered Valuer

Dr Andrea Blake was appointed a member of the Valuers Registration Board in 2019, and in 2021, was appointed as Chair of the Board – becoming the first female Chair of the Board. Andrea has extensive experience in the property industry in the government and private sectors, and government policy and law. Andrea was registered as a valuer in Queensland in 1995 and currently acts as an Independent Chair for site value objections over \$5 million.

Andrea has over 15 years of experience in property education at the Queensland University of Technology. During this time Andrea has held course leadership positions and has extensive experience in teaching property valuation and property law to property and built environment students. Andrea has published papers and spoken at international academic conferences on valuation practice and liability, retirement villages, and property rights. Andrea holds a PhD in carbon sequestration and valuation practice.

Neil Bray *FAP/ FRICS*

Chairperson (1 July 2015 to 31 January 2021), Registered Valuer

Neil Bray has been a registered valuer since 1984 and has served on the Board from 2013, including as Chairperson from 2015 to January 2021. Neil has over 39 years of experience in private and public sector valuation and is currently the Queensland Head, Government and Corporate at Herron Todd White.

Previously Neil was Queensland's Valuer-General and headed up the State Valuation Service within the Queensland Government from 2010 to 2020. He was South Australia's Valuer-General for over 10 years and held various other roles in public sector land administration and asset valuation. Neil is also a past State President of the Australian Property Institute (API) and has served as the Australasian Valuer-General's representative on the API's Australian Valuation Standards Committee.

Lisa Murdoch *AAP/*

Registered Valuer and Registered Specialist Retail Valuer

Lisa Murdoch was appointed a Member of the Board in 2016 and has over 20 years' experience in property valuation. Lisa is the Director of Valuation and Advisory at JLL, Gold Coast and

joined the JLL team in 2014. Lisa regularly undertakes determinations of retail premises, from small shops to supermarkets. Lisa's personal valuation focus is on the investment property markets including retail, commercial, industrial and specialist properties including marinas and manufactured home parks.

Gail Tarditi *LLB GradDipLP*

Gail Tarditi was appointed as a Member of the Board in 2011. She is a property lawyer with over 20 years' experience in all areas of property law including providing advice on significant government infrastructure projects, property transactions, structuring, titling, greenfield and brownfield developments, telecommunications, leasing, rural acquisitions and securing land access rights for major infrastructure projects.

Gail is a former partner of Minter Ellison lawyers and currently works as a consultant for a boutique national law firm.

Frances Rex *AAP*
Registered Valuer

Frances Rex has been Senior Manager, Property Risk at ANZ since 2010, overseeing ANZ's valuation and other property consultancy panels, and providing internal valuation advice and risk assessments for all property classes in Queensland and Western Australia. Her role includes liaising with clients, relationship managers and credit, and overseeing risk management on large construction projects throughout QLD.

Frances has been a registered valuer and member of Australian Property Institute since 1990, and prior to joining ANZ was working in valuation across a number of sectors including, residential development, commercial, retail, statutory and litigation, in both QLD and NSW.

Frances is a Qld State Committee member for the API, and a Member of Property Council Australia Qld Division Council.

Our Assistant Members as at 30 June 2021

Lucy Craddock *LLB, LLM (TechLaw), SJD, MQLS*

Associate Professor Lucy Craddock was first appointed as an Assistant Member to the Board in 2019; and reappointed in 2021. She holds a current practising certificate as a solicitor and has worked as a commercial/property lawyer in private law firms, as well as holding various legal roles

within government. She is currently an Independent Chair for site valuation objections >\$5 million.

Lucy is an academic at QUT Law, where she is also the Chair of the Faculty of Business and Law's Academic Misconduct Committee. She was previously a law lecturer at the University of the Sunshine Coast and was also the inaugural Student Ombudsman. Lucy has lectured to law, property economics, and other non-law graduate and post-graduate students on ethics, IP and property related laws. Her research interests include property and technology related issues, the impacts of extreme events, as well as the impact of these in practice and for valuers

Aleisha Brookes *FAP* *BAppSc(PropEcon)*
Registered Valuer

Aleisha was appointed as an Assistant Member to the Board in 2016 and has been a registered valuer since 2002. She has over 20 years of experience within the valuation industry and has worked as a risk professional for the past 10 years within JLL. Her current role as Head of Risk sees Aleisha leading the risk and compliance function across Australia, improving JLL's risk management framework and control procedures, and instilling a culture of continuous improvement. Aleisha is also a Queensland State Committee member for the API.

Allen Crawford *FRICS FAP*
Registered Valuer and Registered Specialist
Retail Valuer

Allen Crawford was appointed as Assistant Member to the Board in 2009 and has been a registered valuer since 1981. He is currently Managing Director of Chesterton Corporate Property Advisors.

Allen's valuation experience spans across all forms of valuation from small stand-alone properties to high rise office buildings, from single shops to regional shopping centres, industrial property, residential subdivisions, and a broad range of specialist property.

He is also a Licensed Real Estate Agent and Auctioneer, previously lectured at both the Queensland University of Technology and the University of Queensland and is on the Industry Advisory Committee for Bond University. Allen is a former Divisional Councilor of the API and chaired the Queensland Professional Board. He is currently on the Standard Setting Committee for the International Property Measurement Standards, after having spent five years as vice chair and is on the Standards Steering Committee of the API.

Part 2: Administration of the Act and the Regulation

Registrations

The Act mandates that any person intending to value land in Queensland must be registered with the Board, with additional registration required for specialist retail valuers.

As of 30 June 2021, the Board had 1452 registered valuers. There were 22 Specialist Retail Valuers in the 2020–21 year.

A valuer is eligible for registration with the Board if the applicant:

- holds a recognised valuation qualification
- is of good fame and character, and is a fit and proper person
- has sufficient practical experience
- has passed an examination approved by the Board or holds a recognised certificate of competence
- has been deemed as competent to value land in Queensland, and
- has made payment of the prescribed fee.

A registered valuer is eligible for listing as a specialist retail valuer if the applicant has:

- passed an examination approved by the Board
- sufficient experience in retail rental determinations and can competently determine rental disputes, and
- made payment of the prescribed fee.

Valuers are required to renew their registration on an annual basis, a renewal of valuer registration is only affected if the applicant has:

- been deemed as fit to practice
- completed at least 10 hours of Continuing Professional Development (CPD), unless an exemption applies, and
- made payment of the prescribed fee.

Registration activity over the last five years:

	2020–21	2019–20	2018–19	2017–18	2016–17
New registrations					
• through examination	32	39	31	36	41
• through mutual recognition*	17	23	21	13	25
Refused registrations	0	0	0	0	1
Restored registrations	10	5	10	10	7
Retired/Cancelled/Deceased	(78)	(67)	(95)	(89)	(110)
Total number of registered valuers	1452	1471	1471	1504	1534
Total number of specialist retail valuers	22	24	24	24	24

* The *Mutual Recognition Act 1992* (Qld) and *Trans-Tasman Mutual Recognition Act 1997* (Qld) permits the recognition of registered valuers from reciprocal jurisdictions. Applicants relying on mutual recognition reciprocity are not required to attend an interview before the Board or submit four samples of their work, but rather are required to provide a completed application form, evidence of their license from the reciprocal jurisdiction and fee payment.

To protect the public by ensuring that a person registered under the Act is competent to value land in Queensland, in 2020–21 we:

- conducted 36 interviews before the Board to evidence capability in valuing land in Queensland via four sample valuation reports.
- granted 32 new registrations on passing an examination approved by the Board, in addition to receipting documentary evidence of educational standing, practical experience and of being fit to practice.
- granted 17 new registrations under the *Mutual Recognition Act 1992* (Qld) upon receipt of documentary evidence outlining fitness to practice and licensing from a reciprocal jurisdiction.
- issued 1526 valuer registration renewals and processed 1452 valuer registration renewals on receipt of documentary evidence of a minimum of ten hours of CPD (where required), and determination of being fit to practice.
- restored ten registrations within the 12-month restoration period permitted under the Act. Restoration of registration was granted on receipt of the requisite evidence of CPD compliance and determination of being fit to practice.
- continued to promote industry best practice by providing constructive feedback to applicants during and after the Board's interviews.
- made available a library of sample valuation reports for aspiring and current valuers; and mandating continuous learning for registered valuers.
- continued to reinforce, via the Board's interviews, that a person practicing as a valuer must not undertake valuations outside of their area of professional competence unless supervised by a valuer who has the experience.
- held additional Board meetings in response to a surge in applications for registration in the second half of the year.
- consulted with the API and Queensland universities on course content to identify Board recognised courses and credentials.

Complaints, investigations, and disciplinary proceedings

The Board's jurisdiction to receive and investigate complaints pertaining to the conduct of Queensland valuers, and to take disciplinary action where required, is an imperative function in protecting public interests and maintaining public confidence in the valuation profession.

All complaints are treated seriously and are given due consideration. Where the Board reasonably suspects that a person has contravened a provision of the Act or the Regulation, an investigation may be initiated, which may in turn lead to the commencement of disciplinary action.

In the absence of a complaint by an aggrieved person, the Board also has jurisdiction to, on its own initiative, authorise an investigation and take disciplinary action where it reasonably considers a registered valuer or unregistered person has contravened a provision of the Act or the Regulation.

To ensure transparency, the Board will outline the reasons for its decisions in its responses to all parties.

The Board has jurisdiction to consider and investigate complaints against registered valuers relating to:

- professional misconduct; or
- incompetence or negligence in the person's performance as a valuer; or
- breach of a code of professional conduct.

Complaints or notifications against unregistered persons which may be considered by the Board include instances where a person has:

- held themselves out as being a registered valuer; or
- carried on or is attempting to carry on the business of a registered valuer; or
- used a name or description which is capable of being understood to indicate that the person is a registered valuer or is entitled to carry on the business of a registered valuer.

Where the Board reasonably considers there is a disciplinary finding, the Board may:

- for registered valuers; take disciplinary action or refer the matter to the Queensland Civil and Administrative Tribunal (QCAT) for determination; or
- for unregistered persons; initiate proceedings in the Magistrates Court.

Complaint and disciplinary action activity over the past five years:

Complaints and notifications	2020–21	2019–20	2018–19	2017–18	2016–17
Matters on hand at 1 July	3	5	16	4	6
Plus matters opened	22	10	15	26	22
Less matters dismissed	(17)	(12)	(22)	(13)	(21)
Less investigation matters closed	(2)	(0)	(4)	(1)	(3)
On hand at 30 June	6	3	5	16	4

Disciplinary action	2020–21	2019–20	2018–19	2017–18	2016–17
Matters on hand at 1 July	1	1	2	0	1
Plus matters opened	1	(0)	1	3	0
Less matters closed	(1)	(0)	(2)	(1)	(1)
On hand at 30 June	1	1	1	2	0

To provide for the monitoring and enforcement of compliance with the Act and the Regulation, and to impose standards of practice for registered valuers, in 2020–21 we:

- considered three matters carried forward from the previous year, of which one remains subject to ongoing proceedings in QCAT.
- considered 22 new matters, including 17 complaints received from members of the public regarding the conduct of registered valuers, and five notifications of a person perceived to be falsely holding themselves out to be a registered valuer.
- issued one reprimand to a registered valuer for breaching the Act.
- issued one cease and desist notice relating a breach of section 63 of the *Valuers Registration Act 1992 - Practice of an Unregistered Valuer Prohibited*.
- carried over six complaints into the 2021–22 year; Of these, one complaint is being referred back to the Queensland Consumer and Administrative tribunal (QCAT) after a successful appeal outcome in the Supreme Court; investigations into two complaints have since been completed - which resulted in two reprimands being issued; one complaint has since been withdrawn by the complainant and then subsequently dismissed; one investigation is still in progress; and one complaint has been dismissed.
- identified and engaged two additional new investigators this year. This increases the pool of experienced investigators available to the Board.
- progressed the creation of the Board's own Valuation Rules to guide the professional conduct of registered valuers under the Act. A draft is undergoing a consultation process and a final version should be implemented in the year ahead. On completion, the Board will review its complaints policy and procedures to ensure alignment with the Valuation Rules and will also update resources available to our Investigators.

Driving value for money and providing easy to use services

The Board is a self-funded statutory body that regulates the valuation profession in Queensland. With the vast majority of its income generated from the profession by the payment of registration fees, the Board does not call on public funds to support its activities.

The existence of the Act and the Board provides the community with an effective and efficient means of ensuring standards within the valuation profession are maintained. The complaints process is free and accessible, and the Board takes responsibility for and funds the cost of investigations and pursuing individuals through QCAT or Magistrates Court as appropriate.

The findings and recommendations from the Royal Commission into Misconduct in the Banking, Superannuation, and Financial Services Industry highlight the pressure that can be brought to bear on valuers as they undertake their duties. The existence of the Act, coupled with the Board to administer it, provides strong guidance on the appropriate standards required to practice as a valuer, and an efficient and accessible mechanism to enforce these standards on behalf of the community and the profession.

This supports the Government's priority to ensure that services are easy for the community to access and use. Without it, the community would be forced to go through the legal system to progress issues against valuers, which can be an expensive and time-consuming process.



Part 3: Achievements against our Strategic Plan

Objective 1: Driving a robust regulatory framework

To facilitate effective and efficient administration and implementation of the Act, in 2020–21 we:

- undertook forward planning to ensure that the Board could function effectively during the 3-month interregnum period and also ensure the risks imposed by COVID-19 did not impact on the Board's normal operations.
- continued to review the effectiveness of the Act and the Regulation in their ability to increase professional standards of practice and to provide a measure of protection in the public interest. The Board has identified over 30 provisions of the Act and the Regulation which require strengthening to better achieve the intent of the Act, and made approaches to government for potential legislative amendment. Further approaches will be made in the year ahead.
- neared completion of the Board's own Valuation Rules to guide the professional conduct of Registered Valuers to increase relevance and remove reliance on the API Code of Professional Conduct.
- undertook ongoing review of all policies and procedures to ensure currency, alignment to best practice and increased transparency. The completion of the Board's own Valuation Rules will drive a further review of the Board's Complaints Policy and Procedures, along with resources available to Investigators.
- maintained our commitment to develop practical policies, procedures and associated documentation for the Board, members of the public, valuers, and other key stakeholders.

Objective 2: Investing in professional excellence

To foster professional excellence in the standard of valuers in Queensland as a means to protect the public, in 2020–21 we:

- recognised and awarded the following top performing students in real estate valuation courses:
 - Richard Patriquin, Bond University
 - Jarrod Ott, Central Queensland University
 - Maximillian Smile, Queensland University of Technology
- continued to provide speakers and engage in forums where possible, especially considering that COVID-19 and other factors reduced the opportunity for the Board to sponsor professional development activities during the year.
- nominated representatives to serve on university Course Reference Committees.
- noted that the Commonwealth Bill for the National Automatic Recognition legislation (AMR scheme) was passed, with the scheme to commence on 1 July 2021. The Board believes that there is little benefit for the community in Queensland to adopt less stringent avenues for registration and that the current regulatory and quality standards applied in Queensland to protect the community should remain.

Objective 3: Communicating to foster industry best practice

We recognised the importance of stakeholder engagement and consider communication with key stakeholders to be imperative in achieving our strategic and operational objectives. In 2020–21 we:

- maintained, via our website, the Register of Valuers of Queensland and the list of specialist retail valuers, allowing members of the public to access details of registered valuers.
- updated our website to increase access to pertinent information regarding the Board and the valuation profession. This included disseminating information and reminders on undertaking valuations in COVID-19 times to mitigate health risks to valuers and the community, while still maintaining appropriate valuation standards.
- continued liaison with professional bodies including the API and the Royal Institution of Chartered Surveyors, universities, and Government to leverage opportunities and preserve interdependent relations.
- continued the dissemination of newsletters with the intent of keeping valuers abreast of pertinent regulatory information, promoting professionalism and standards of practice. This was especially important to provide guidance with the resurgence of COVID-19.

Objective 4: Achieving effective complaint and notification management

To advance the development of an effective, efficient and fair complaints management framework to improve handling and responding to complaints, in 2020–21 we:

- implemented changes to our internal complaints process to ensure greater alignment with the Act and the Regulation.
- maintained communication with both the complainant and complaint respondents throughout the complaint process. This was especially important during the Board's interregnum period when complaints took longer than normal to progress. That said, all complaints were responded to and processed efficiently and effectively within the constraints that applied.

Objective 5: Enabling a high performing culture

To contribute to the development and shaping of professionalism and excellence for Board operations, in 2020–21 we:

- continued to support flexible working arrangements for the Board's staff. This was critical to ensure the Board was able to operate without interruption to normal business activities while complying with the Queensland and Federal government COVID-19 directions.
- identified and engaged new Investigators and facilitated training and support while we await the Investigators Manual to be updated.
- progressed a review of our registration renewal process with a view to move from a manual paper-based approach to a digitised automated approach.



Part 4: Our governance

The Board is committed to ensuring that good governance is part of our routine operations with the requirements of laws, regulations and standards of best practice being integrated in our day-to-day practices and procedures.

The core elements of our governance framework, which continued to progress in the 2020–21 year included:

- an effective organisational structure, skills and mechanisms for accountability and transparency
- avenues to safeguard the integrity of our operations
- a sound strategic plan, robust risk management, performance monitoring and timely reporting
- well defined corporate policies, procedures, and guidelines
- routine compliance and systems assurance reviews, and
- effective stakeholder engagement and management.

The Board reports to the Minister for Resources and has administrative ties with the Department. It is responsible for the administration of the Act and the Regulation and in governing the Board.

The Act provides for the appointment of a Secretary to the Board, with certain powers permissible for delegation under the Act. The Secretary is responsible for the Board's day-to-day management and in implementing the Board's strategic and operational objectives.

The establishment of the Board, its composition, and its duties and responsibilities are prescribed by the Act. The primary responsibilities of the Board are to:

- register valuers who have attained recognised credentials, have sufficient practical experience, are of good fame and character, and have passed an examination approved by the Board

- register specialist retail valuers who have demonstrated their competence to make determinations under the *Retail Shop Leases Act 1994* (Qld)
- keep and maintain the Register of Valuers of Queensland
- issue certificates of registration
- monitor and enforce compliance with the Act, and impose standards of practice for registered valuers, and
- ensure currency in the profession by mandating CPD.

The Act provides for board size, composition and terms of appointment. It outlines the number of members to be five, comprising of:

- one nominee, who is a valuer, of the Valuer-General
- two registered valuers, one of whom is appointed from names submitted by the API
- two nominees, from business, community or professional organisations.

Assistant members are appointed as nominees of registered valuers from the API and the Real Estate Institute of Queensland, and attend meetings when a member is unavailable.

Board meetings and remuneration

The Board usually meets on a monthly basis, or more frequently as required to administer its duties and responsibilities prescribed in the Act.

Members and Assistant Members are remunerated according to the Queensland Government's "regulation, administration and advice" fee structure. The annual fee payable to the Chairperson is \$7000, and to Members is \$5500. Assistant Members are remunerated at a \$500 daily fee, however if the Board meets for four hours or less, this amount is reduced by 50%. The Board was unable to meet during its 2-month interregnum period, as such, no payments were made for this period. Mr Bray also became eligible to receive Board fees from October 2020.

The number of meetings of Members and Assistant Members, and the number of meetings attended during 2020–21 was:

Member	No. attended	No. eligible to attend	Fees	Appointment start	Appointment end	Appointment start	Appointment end
Dr A Blake	14	16	\$4958	1/7/2019	31/01/2021	9/04/2021	8/04/2024
Mr N Bray/proxy	13	16	\$3708	1/7/2019	31/01/2021	9/04/2021	8/04/2024
Ms L Murdoch	12	16	\$4583	1/7/2019	31/01/2021	9/04/2021	8/04/2024
Ms G Tarditi	12	16	\$4583	1/7/2019	31/01/2021	9/04/2021	8/04/2024
Ms F Rex	14	16	\$4583	1/7/2019	31/01/2021	9/04/2021	8/04/2024
Assistant Member							
Assoc Prof L Craddock	0	0	\$0	1/7/2019	31/01/2021	9/01/2021	8/04/2024
Ms A Brookes	4	4	\$2000	1/7/2019	31/01/2021	9/04/2021	8/04/2024
Mr A Crawford	5	5	\$2500	1/7/2019	31/01/2021	9/04/2021	8/04/2024

Strategic planning, performance monitoring and reporting

Our strategic plan is reviewed annually to confirm and update our objectives, strategies and specified goals, and to assess progress in addition to identifying whether changes to our external environment require any adjustments to be made to the plan. Operational planning supports the Board's strategic plan and outlines the roadmap and initiatives that contribute to our broader strategic objectives. Our 2018–22 Strategic Plan outlines our longer-term efforts in delivering our corporate objectives and is supported by our 2020–21 Operational Plan.

The Board monitors its performance against our strategic objectives through discussions and deliberations at its meetings.

Risk management

The Board's risk management framework continues to develop in line with the principles set out in AS/NZS ISO 31000:2009. Day-to-day risks are managed through accountability and delegation mechanisms, whilst significant strategic, financial and operational risks are managed through Board oversight and delegation controls.

Internal reviews

We continue to test and systematically review our systems and operations to ensure that our processes are operating efficiently and effectively.

Human Rights

The Board considers the *Human Rights Act 2019* across all activities, including the application and complaints processes, and provision of information. No human rights complaints were received during 2020–21.

External reviews

External audits and reviews aid transparency in government and help us improve our performance. The Board was not subject to external reviews during the 2019–20 year:

Information systems and record keeping

We responsibly manage our information in compliance with the *Public Records Act 2002* (Qld) and Queensland Government's General Retention and Disposal Schedule.

Throughout the 2020–21 year, we ensured that records contained in our business systems and databases were managed appropriately and by suitably skilled staff as we continued efforts in assessing a transition from paper to digital records.

There were no reported breaches throughout the year to the Board's information security, and public records are currently being retained as long as prescribed by the General Retention and Disposal Schedule, with the schedule being routinely reviewed.

Public sector ethics

The Board adopted the Queensland Public Service Code of Conduct in the 2019–20 year. This Code of Conduct applies to all Board Members, Assistant Members and employees of the Board. The Code is consistent with the ethics principles and values contained within the *Public Sector Ethics Act 1994*.

This is important as it ties individuals who are involved in the registration, investigation and disciplining of valuers under the Act to ethical standards in carrying out these duties.

Part 5: Financial performance summary

We are a self-funded statutory body and operate as an independent entity. We control our funds in accordance with the *Financial Accountability Act 2009* (Qld) and Financial and Performance Management Standard 2009 (Qld), and seek to drive value for money outcomes via our procurement activities.

The Board obtains the majority of its total income from registration fees levied on valuers registered under the Act. Our registration fees for 2020–21 year were \$249.10 for application and roll fees, and \$71.25 for late and certificate fees. Registration fees accounted for \$388,457 or 94% of the Board's total income of \$411,839.

The major expenses of the Board include wages and salaries, which amounted to \$173,136, or 48%, of the Board's total expenses of \$361,741.

A significant influence on the Board's financial position is the number of complaints or notifications in a year that require legal advice, investigation and disciplinary action or prosecution, where cost recovery is limited.

Expenses pertaining to complaints and notifications were \$38,835 or 11% of total expenses during the 2020–21 year.

The Board has ended the financial year with four active investigations underway and an ongoing matter before the courts, so in all likelihood our expenses in this area may increase in the next 12 months as the Board undertakes its statutory obligations.

A new auditor was appointed this year through the Queensland Audit Office to review the Board's financial records and statements. It is considered good corporate governance to routinely change auditors as it can increase auditor independence and objectivity.

The Board's opening balance as at 1 July 2020 and total revenue and expenditure in the 2021 year are provided below:

Item	2020–21	2019–20
Opening balance	\$286,527	\$287,631
Total income	\$411,839	\$396,756
Total expenses	\$361,741	\$376,607
Operating Result	\$50,098	(\$21,253)
Closing balance	\$336,625	\$286,527

Our certified annual financial statements are included on page 20 this Annual Report.

Contact

Valuers Registration Board of Queensland
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Glossary of terms

API	Australian Property Institute
CPD	Continuing Professional Development
QCAT	Queensland Civil and Administrative Tribunal
the Act	<i>Valuers Registration Act 1992</i> (Qld)
the Board	Valuers Registration Board of Queensland
the Department	Department of Resources
the Regulation	Valuers Registration Regulation 2013 (Qld)

Compliance Checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> A letter of compliance from the accountable officer or statutory body to the relevant Minister/s 	ARRs – section 7	Page 4
Accessibility	<ul style="list-style-type: none"> Table of contents Glossary 	ARRs – section 9.1	Page 3 Page 17
	<ul style="list-style-type: none"> Public availability 	ARRs – section 9.2	Page 2
	<ul style="list-style-type: none"> Interpreter service statement 	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	Page 2
	<ul style="list-style-type: none"> Copyright notice 	<i>Copyright Act 1968</i> ARRs – section 9.4	Page 2
	<ul style="list-style-type: none"> Information Licensing 	<i>QGEA – Information Licensing</i> ARRs – section 9.5	Page 2
General information	<ul style="list-style-type: none"> Introductory Information 	ARRs – section 10	Page 6
Non-financial performance	<ul style="list-style-type: none"> Government's objectives for the community and whole-of-government plans/specific initiatives 	ARRs – section 11.1	Page 5
	<ul style="list-style-type: none"> Agency objectives and performance indicators 	ARRs – section 11.2	Page 6
	<ul style="list-style-type: none"> Agency service areas and service standards 	ARRs – section 11.3	Pages 9 -14
Financial performance	<ul style="list-style-type: none"> Summary of financial performance 	ARRs – section 12.1	Page 17
Governance – management and structure	<ul style="list-style-type: none"> Organisational structure 	ARRs – section 13.1	Page 7
	<ul style="list-style-type: none"> Executive management 	ARRs – section 13.2	Page 7 and 15
	<ul style="list-style-type: none"> Government bodies (statutory bodies and other entities) 	ARRs – section 13.3	Page 16
	<ul style="list-style-type: none"> Public Sector Ethics 	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	Page 16
	<ul style="list-style-type: none"> Human Rights 	<i>Human Rights Act 2019</i> ARRs – section 13.5	Page 15
	<ul style="list-style-type: none"> Queensland public service values 	ARRs – section 13.6	N/A
Governance – risk management and accountability	<ul style="list-style-type: none"> Risk management 	ARRs – section 14.1	Page 16
	<ul style="list-style-type: none"> Audit committee 	ARRs – section 14.2	N/A
	<ul style="list-style-type: none"> Internal audit 	ARRs – section 14.3	Page 16
	<ul style="list-style-type: none"> External scrutiny 	ARRs – section 14.4	Page 16
	<ul style="list-style-type: none"> Information systems and recordkeeping 	ARRs – section 14.5	Page 16
	<ul style="list-style-type: none"> Information Security attestation 	ARRs – section 14.6	Page 16

Summary of requirement		Basis for requirement	Annual report reference
Governance – human resources	• Strategic workforce planning and performance	ARRs – section 15.1	Page 14
	• Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	Page 7
Open Data	• Statement advising publication of information	ARRs – section 16	N/A
	• Consultancies	ARRs – section 33.1	N/A
	• Overseas travel	ARRs – section 33.2	N/A
	• Queensland Language Services Policy	ARRs – section 33.3	N/A
Financial statements	• Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	Page 20
	• Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	Page 34

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

ARRs *Annual report requirements for Queensland Government agencies*

Financial Statements 2020–2021

VALUERS REGISTRATION BOARD OF QUEENSLAND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

VALUERS REGISTRATION BOARD OF QUEENSLAND
Statement of Comprehensive Income
for the year ended 30 June 2021

	Notes	2021 \$	2020 \$
Income from Operations			
Revenue			
Roll Fees	1(b)	388,457	367,289
Interest		4,945	8,966
Application & Certificate Fees		14,384	17,451
Other Revenue		4,053	3,050
Total Income from Operations		411,839	396,756
Expenses from Operations			
Employee Expenses	2	173,136	169,884
Professional Fees	3	14,770	14,527
Board Members' Fees & Expenses		30,327	27,129
Prizes, Donations & Sponsorships		3,800	3,000
Complaint Management		38,835	55,160
Printing & Stationery		3,135	4,514
Postage & Telephone		7,996	7,199
Public Relations		864	3,093
Depreciation - Right-of-use Assets	15	50,460	46,940
Interest - Lease Liabilities	15	6,222	6,249
Other Expenses	4	32,196	38,912
Total Expenses from Operations		361,741	376,607
Operating Result		50,098	20,149
Total Comprehensive Income		50,098	20,149

The accompanying notes form part of these statements.

VALUERS REGISTRATION BOARD OF QUEENSLAND
Statement of Financial Position
as at 30 June 2021

	Notes	2021 \$	2020 \$
Current Assets			
Cash Assets	5	785,104	759,578
Receivables	6	5,410	3,647
Total Current Assets		790,514	763,225
Non-Current Assets			
Right-of-use Assets	15	240,994	270,695
Total Non-Current Assets		240,994	270,695
Total Assets		1,031,508	1,033,920
Current Liabilities			
Payables	7	415,310	444,050
Accrued Employee Benefits	8	10,586	6,645
Lease Liabilities	15	47,880	45,305
Total Current Liabilities		473,776	496,000
Non-Current Liabilities			
Accrued Employee Benefits	8	2,534	1,243
Lease Liabilities	15	218,573	250,150
Total Non-Current Liabilities		221,107	251,393
Total Liabilities		694,883	747,393
Net Assets		336,625	286,527
Equity			
Contributed Equity		181,342	181,342
Accumulated Surplus		155,283	105,185
Total Equity		336,625	286,527

The accompanying notes form part of these statements.

VALUERS REGISTRATION BOARD OF QUEENSLAND

Statement of Changes in Equity

for the year ended 30 June 2021

	Accumulated Surplus		Contributed Equity		TOTAL	
	2021 \$	2020 \$	2021 \$	2020 \$	2021 \$	2020 \$
Balance as at 1 July	105,185	106,289	181,342	181,342	286,527	287,631
Impact from Implementation of New Standards	-	(21,253)	-	-	-	(21,253)
Restated Balance as at 1 July	105,185	85,036	181,342	181,342	286,527	266,378
Operating Result	50,098	20,149	-	-	50,098	20,149
Total Comprehensive Income	50,098	20,149	-	-	50,098	20,149
Balance as at 30 June	155,283	105,185	181,342	181,342	336,625	286,527

The accompanying notes form part of these statements.

VALUERS REGISTRATION BOARD OF QUEENSLAND
Statement of Cash Flows
for the year ended 30 June 2021

	Notes	2021 \$	2020 \$
Cash Flows from Operating Activities			
<i>Inflows:</i>			
Fees & Other Receipts		404,845	410,766
Interest		5,148	9,647
Other Revenue		4,053	3,050
GST Input Tax Credits from ATO		15,790	14,355
<i>Outflows:</i>			
Employee Expenses		(167,026)	(164,968)
Board Members' Fees		(30,327)	(27,129)
Administrative Expenses		(62,472)	(70,165)
Investigations & Complaint Management		(70,152)	(14,592)
GST Paid to Suppliers		(18,351)	(12,317)
Net Cash Provided by Operating Activities		81,508	148,648
Cash Flows from Financing Activities			
<i>Outflows:</i>			
Lease Liability Payments		(55,982)	(45,286)
Net Cash Used in Financing Activities		(55,982)	(45,286)
Net Increase in Cash & Cash Equivalents		25,526	103,362
Cash & Cash Equivalents at Beginning of Financial Year		759,578	656,216
Cash & Cash Equivalents at End of Financial Year	5	785,104	759,578

The accompanying notes form part of these statements.

VALUERS REGISTRATION BOARD OF QUEENSLAND
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

Objectives and Principal Activities of the Board

The objectives of the Valuers Registration Board of Queensland (Board) are to provide a measure of protection for the public and to maintain the standard of valuers in Queensland by monitoring the registration, education, experience and professional conduct requirements.

To reflect these objectives the Board continues to adopt the following mission statement:
"Committed to fostering professional excellence of registered valuers in Queensland"

1 Summary of Significant Accounting Policies

(a) Statement of Compliance

The financial statements have been prepared in compliance with section 62 of the *Financial Accountability Act 2009* and section 39 of the *Financial and Performance Management Standard 2019*.

These financial statements are general purpose financial statements, and have been prepared on an accrual basis in accordance with the requirements of the Australian Accounting Standards - Reduced Disclosure Requirements and Interpretations applicable to not-for-profit entities. In addition, the financial statements comply with Queensland Treasury Minimum Reporting Requirements for the year ended 30 June 2021, and other authoritative pronouncements.

All amounts throughout the financial statements are in Australian dollars.

With respect to compliance with Australian Accounting Standards and Interpretations, the Board has applied those requirements applicable to not-for-profit entities, as the Board is a not-for-profit Statutory Body. Except where stated, the historical convention is used.

The Reporting Entity

The Board does not control other entities. The financial statements include the value of all income, expenses, assets, liabilities and equity for the Board as an individual entity.

Accounting policies

Unless otherwise stated, all accounting policies applied are consistent with those of the prior year.

Classification between current and non-current

In the determination of whether an asset or liability is current or non-current, consideration is given to the time when each asset or liability is expected to be realised or paid. The asset or liability is classified as current if it is expected to be turned over within the next twelve months, being the Board's operational cycle.

Rounding and Comparatives

Unless otherwise stated, amounts in the report have been rounded to the nearest dollar. Sub totals and totals may not add due to rounding, but the overall discrepancy is not greater than two.

(b) Revenue Recognition

Revenue is recognised in terms of AASB 15 Revenue from Contracts with Customers. The Board has identified its performance obligations in its contracts with customers and recognises revenue as or when the performance obligations are satisfied.

Roll Fees and Restoration Fees

The Roll Fee for this period is \$249.10 (2020: \$244.70). Roll Fees are levied each year by the Board on each valuer registered under the *Valuers Registration Act 1992* so as to provide, together with other receipts, sufficient funds to finance the operations of the Board for the year.

Roll fees are paid by members for the right to be accredited by the Valuers Registration Board of Queensland. These are levied annually, and are recognised as revenue on an accruals basis. Income is recognised on a monthly basis in line with the performance obligations of the Board.

Application and Certificate Fees

Application and Certificate Fees are non-refundable upfront fees and are recognised in the year the roll fee is first recognised.

Interest Received

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

Other Revenue

Other revenue including credit card surcharges received in the year are recognised upon receipt.

VALUERS REGISTRATION BOARD OF QUEENSLAND
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

1 Summary of Significant Accounting Policies (cont)

(c) Cash and Cash Equivalents

For the purposes of the statement of financial position and the statement of cash flows, cash assets include all cash and cheques receipted but not banked at 30 June 2021 as well as deposits at call with financial institutions. Investments are measured at cost. Interest revenue is recognised as received.

(d) Employee Benefits

Provision for employee benefits

Provision for employee benefits represents amounts accrued for annual leave and long service leave. The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience, the Board does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the Board does not have an unconditional right to defer the settlement of these amounts for at least 12 months after the end of the reporting period. The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

Wages, Salaries and Sick Leave

Wages and salaries due but unpaid at reporting date are recognised in the Statement of Financial Position at the current salary rates. As the Board expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Superannuation

Employer superannuation contributions are paid to the employee's superannuation funds. Contributions are expensed in the period in which they are paid or payable. The Board's obligation is limited to its contribution to each of the funds.

(e) Taxation

The activities of the Board are exempt from Commonwealth taxation under the *Income Tax Assessment Act 1997* except for Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). The Board is exempt from charging GST on Registration Fees. Input tax credits receivable from the Australian Taxation Office are recognised and accrued.

(f) Issuance of Financial Statements

The financial statements are authorised by a resolution of the Board for issue by the Chairperson and Secretary at the date of signing the Management Certificate.

(g) Receivables

Trade debtors are recognised at the nominal amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement of these amounts is required within 30 days from the invoice date.

The collectability of receivables is assessed periodically with provision being made for expected credit losses. The loss allowance is estimated based on the probability and timing of potential defaults, and takes into account forecasts of future economic conditions as well as past events. All known bad debts were written-off as at 30 June 2021.

(h) Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on 30 day terms.

(i) Lease Expenses

Lease expenses include lease rentals for short-term leases, leases of low value assets and variable lease payments.

AASB 16 requires all leases to be accounted for on the statement of financial position as right-of-use assets and lease liabilities, except for short-term leases and leases of low value assets.

1 Summary of Significant Accounting Policies (cont)

(i) Lease Expenses (cont.)

Right-of-use assets are initially measured at cost comprising the amount of the initial measurement of the lease liability (see below), any lease payments made at or before the commencement date (less any lease incentives received), initial direct costs incurred and the initial estimate of restoration costs (where applicable). Subsequent to initial recognition, right-of-use assets are measured at cost.

The Board has elected not to recognise right-of-use assets and lease liabilities arising from short-term leases and leases of low value assets. An asset is considered low value where it is expected to cost less than \$10,000 when new.

Where a contract contains both a lease and non-lease components such as asset maintenance services, the Board allocates the contractual payments to each component on the basis of their stand-alone prices. However, for leases of plant and equipment, the Board has elected not to separate lease and non-lease components and instead accounts for them as a single lease component.

Lease liabilities are initially recognised at the present value of lease payments over the lease term that are not yet paid. The lease term includes any extension or renewal options that the Board is reasonably certain to exercise. The future lease payments included in the calculation of the lease liability comprise the fixed payments less any lease incentives receivable.

When measuring the lease liabilities, the Board uses its incremental borrowing rate as the discount rate where the interest rate implicit in the lease cannot be readily determined, which is the case for all of the Board's leases. To determine the incremental borrowing rate, the Board uses the 10-year bond rate provided by Queensland Treasury Corporation of 1.844%.

Refer to Note 15 for breakdown of lease expenses and other lease disclosures.

(j) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position. Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

(k) Key Accounting Estimates and Judgements

Employee Benefits

Provision is made for the Board's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employees may not satisfy vesting requirements. Those cash flows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

Impairment

The Board assesses impairment at each reporting date by evaluation of conditions and events specific to the Board that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions. No impairment was considered by the Board to exist in the current year.

The Board reviews receivables for legal costs and penalties awarded on a case by case basis. Where there is significant doubt on the recoverability of a receivable for legal costs and penalties, the Board reviews historic receipts to form an opinion on the likelihood of recoverability.

(l) Financial Instruments

AASB 9 Financial Instruments

Recognition

Financial assets and financial liabilities are recognised in the Statement of Financial Position when the Board becomes party to the contractual provisions of the financial instrument.

Classification and subsequent measurement

Financial instruments are classified and measured as follows:

- Cash and Cash Equivalents – held at cost
- Receivables – held at amortised cost
- Payables – held at amortised cost

The Board does not enter into transactions for speculative purposes, nor for hedging. The Board holds no financial assets classified at fair value through profit and loss.

VALUERS REGISTRATION BOARD OF QUEENSLAND
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

1 Summary of Significant Accounting Policies (cont)

(m) Contract Liabilities

Contract liabilities arise from contracts with customers (registered valuers) whereby the Board has received consideration from the customer but still has an obligation to perform a service.

Annual Renewal fees received during March, April, May and June 2021, Late fees received during May & June 2021 and Application and Certificate fees received during June 2021 for the registration year commencing 1 July 2021 are recognised as Contract Liabilities in 2020-21. Of the amount included in the contract liability balance at 1 July 2020, \$379,519 has been recognised as revenue in 2020-21.

(n) Going Concern

This financial report has been prepared on a going concern basis and the Board will be able to meet its debts as and when they fall due.

(o) New and Revised Accounting Standards

The Board did not voluntarily change any of its accounting policies during 2020-21.

The Board applies Australian Accounting Standards and Interpretations in accordance with their respective commencement dates. There were no new Australian Accounting Standards issued that were relevant to the Board in 2020-21.

	2021 \$	2020 \$
2 Employee Expenses		
Employee Benefits		
Wages & Salaries	157,347	142,292
Employer's Superannuation Contributions	14,860	14,168
Salary Sacrifice Superannuation Contributions	-	12,809
Other Employee Benefits	929	615
Total	173,136	169,884

The number of employees including both full-time employees and part-time employees measured on a full-time equivalent basis is:

Number of Employees:	2	2
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3 Professional Fees

Audit Fees	6,850	6,560
Accounting Fees	7,920	7,308
Bookkeeping Services	-	659
Total	14,770	14,527

Audit Fees

- (a) Total audit fees quoted by the Queensland Audit Office relating to the 2020-21 financial statements are \$6,850 (2020: \$6,500).
(b) There are no other audit services related to the audit of the report.

4 Other Expenses

Advertising	-	285
Bank Charges	2,884	2,576
Catering	398	719
Computer Expenses	11,958	9,906
Conference Expenses	409	507
Contractor Fees	-	2,418
Electricity	937	1,499
Insurance	1,339	1,339
Legal Expenses	-	2,822
Low Value Assets Written Off	6,994	2,525
Parking, Taxis & Tolls	239	930
Photocopier Rental & Office Amenities	172	345
Repairs & Maintenance	4,949	4,953
Brand & Website Development	1,719	7,939
Sundry Expenses	198	149
Total	32,196	38,912

VALUERS REGISTRATION BOARD OF QUEENSLAND
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
5 Cash Assets		
Cash at bank	32,819	30,978
QTC Capital Guaranteed Cash Fund	752,485	728,600
Total	785,104	759,578
6 Receivables		
Accrued Interest	222	425
Contract Assets	253	1,263
GST Receivable	4,735	1,759
Cabcharge Bond Held	200	200
Total	5,410	3,647
7 Payables		
PAYG W Payable	3,070	3,128
Accrued Expenses	25,119	58,433
Contract Liabilities	380,512	379,519
Trade Creditors	6,502	2,938
CBA Corporate Credit Card	63	32
Superannuation Payable	44	-
Total	415,310	444,050
8 Accrued Employee Benefits		
Current		
- Annual Leave Payable	10,586	6,645
- Long Service Leave Payable - Current	-	-
Total Current Accrued Employee Benefits	10,586	6,645
Non-Current		
- Long Service Leave Payable - Non-Current	2,534	1,243
Total non-current accrued employee benefits	2,534	1,243
Total	13,120	7,888

9 Future Operating Commitments

The Board had no capital commitments of material nature at 30 June 2021 (2020: Nil).

10 Contingent Assets and Liabilities

As at 30 June 2021, the Board was awaiting the outcome of its appeal to the Supreme Court regarding a case. The court has handed down its decision in the favour of the Board on 6 August 2021 subsequent to the reporting date removing the contingent liability.

11 Key management personnel compensation

Key management personnel and remuneration disclosures are made in accordance with section 5 of the Financial Reporting Requirements for Queensland Government Agencies issued by Queensland Treasury.

Remuneration paid to Board members in connection with the management of the Board, including meeting fees and allowances.

	2021	2020
Number of Board members paid wages during the year	6	6

The names of current Board members are:

Andrea Blake - Chairperson (appointed Chairperson from 9 April 2021)
Lisa Murdoch
Gail Tarditi
Frances Rex
Neil Bray - Chairperson (to 31 January 2021) & Board Member (from 9 April 2021)

VALUERS REGISTRATION BOARD OF QUEENSLAND
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

11 Key management personnel compensation (cont)

The names of current Assistant Board members are:

Lucy Craddock
Aleisha Brookes
Allen Crawford

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the Board, directly or indirectly. Key management personnel during the year ended 30 June 2021 were:

Position	Responsibilities	Contract classification and appointment authority
Chairperson of the Board	The Chairperson is responsible for the oversight, management and leadership of the Board. The role provides direction as to the economic and operations goals of the Board.	Board Member (Governor in Council) Chairperson (Governor in Council)

Position	Responsibilities	Contract classification and appointment authority
Secretary	The secretary is responsible for strategic leadership, management and direction over the efficient, effective and economic financial administration and operation of the Board.	Level 5/Valuers Registration Act 1992 (Equivalent to AO6/Public Service Act 2008)

Position	Responsibilities	Contract classification and appointment authority
Board Members	The Board Members are responsible for the oversight and management of the Board.	Board Member (Governor in Council)

Executive Remuneration 1 July 2020 – 30 June 2021

The aggregate compensation made to key personnel is set out below. No key management personnel remuneration packages were provided for performance or bonus payments.

Board Employees

Position	Short-Term Employee Benefits		Long-Term Employee Benefits	Post-Employment Benefits	Termination Benefits	Total Remuneration
	Monetary Expenses \$	Non-Monetary Benefits \$	\$	\$	\$	\$
Secretary (from 9 September 2019)	112,249	-	584	10,411	-	123,244
Total Remuneration	112,249	-	584	10,411	-	123,244

Board Members

Position	Short-Term Employee Benefits		Long-Term Employee Benefits	Post-Employment Benefits	Termination Benefits	Total Remuneration
	Monetary Expenses \$	Non-Monetary Benefits \$	\$	\$	\$	\$
Chairperson (from 9 April 2021)	4,958	-	-	471	-	5,429
Chairperson ¹ (to 31 January 2021) & Board Member (from 9 April 2021)	3,708	-	-	352	-	4,060
Board Member (from 1 July 2019)	4,583	-	-	435	-	5,018
Board Member (from 1 July 2017)	4,583	-	-	435	-	5,018
Board Member (from 1 July 2016)	4,583	-	-	435	-	5,018
Assistant Board Member (from 1 July 2016)	2,000	-	-	190	-	2,190
Assistant Board Member (from 1 July 2017)	2,500	-	-	238	-	2,738
Total Remuneration	26,915	-	-	2,556	-	29,471

¹ Chairperson from 1 July 2015 to 31 January 2021 and Board Member from 9 April 2021; no remuneration for the period July 2020 to September 2020 as the board member was a public sector employee.

VALUERS REGISTRATION BOARD OF QUEENSLAND
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

11 Key management personnel compensation (cont)

Executive Remuneration 1 July 2019 – 30 June 2020

Board Employees

Position	Short-Term Employee Benefits		Long-Term Employee Benefits	Post-Employment Benefits	Termination Benefits	Total Remuneration
	Monetary Expenses \$	Non-Monetary Benefits \$	\$	\$	\$	\$
Secretary	97,102	-	(851)	8,866	-	105,117
Acting Secretary	12,809	-	-	1,217	-	14,026
Total Remuneration	109,911	-	(851)	10,083	-	119,143

Board Members

Position	Short-Term Employee Benefits		Long-Term Employee Benefits	Post-Employment Benefits	Termination Benefits	Total Remuneration
	Monetary Expenses \$	Non-Monetary Benefits \$	\$	\$	\$	\$
Chairperson	-	-	-	-	-	-
Board Member	5,500	-	-	522	-	6,022
Board Member	5,500	-	-	522	-	6,022
Board Member	5,500	-	-	522	-	6,022
Board Member	5,500	-	-	522	-	6,022
Assistant Board Member	1,000	-	-	95	-	1,095
Assistant Board Member	1,000	-	-	95	-	1,095
Total Remuneration	24,000	-	-	2,278	-	26,278

Short-term employee benefits are employee benefits (other than termination benefits) that are expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service.

Long-term employee benefits are all employee benefits other than short-term employee benefits, post-employment benefits and termination benefits.

The Board's post-employment benefits consist mainly of superannuation contributions.

Termination benefits are employee benefits provided in exchange for the termination of an employee's employment as a result of either:

- an entity's decision to terminate an employee's employment before the normal retirement date; or
- an employee's decision to accept an offer of benefits in exchange for the termination of employment.

12 Events Occurring after Balance date

Refer to Note 10 for events occurring after the balance date at 30 June 2021.

13 Related Party Transactions

The Board did not have any related party transactions.

14 Financial Instruments

The Board's financial instruments consists mainly of deposits with banks, receivables and payables.

The carrying amounts for each category of financial instruments, measured in accordance with AASB 9 *Financial Instruments*: as detailed in the accounting policies to these financial statements, are as follows:

	Notes	2021	2020
Financial Assets		\$	\$
Cash & Cash Equivalents	5	785,104	759,578
Financial Assets at Amortised Cost:			
- Receivables	6	5,410	3,647
Total Financial Assets		790,514	763,225
Financial Liabilities			
Financial Liabilities at Amortised Cost:			
- Trade & Other Payables	7	415,310	444,050
Total financial liabilities		415,310	444,050

VALUERS REGISTRATION BOARD OF QUEENSLAND
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021

15 Right-of-Use Assets and Lease Liabilities

Leases as Lessee

Right-of-use Assets

	Buildings \$	Plant and Equipment \$	Total \$
2021			
Opening Balance at 1 July 2020	261,437	9,258	270,695
Depreciation Charge	(46,981)	(3,479)	(50,460)
Lease Remeasurement	20,450	309	20,759
Closing Balance at 30 June 2021	234,906	6,088	240,994
2020			
Opening Balance at 1 July 2019	305,010	12,625	317,635
Depreciation Charge	(43,573)	(3,367)	(46,940)
Closing Balance at 30 June 2020	261,437	9,258	270,695

Lease Liabilities

	2021 \$	2020 \$
Current		
Lease Liabilities - Buildings	44,094	41,981
Lease Liabilities - Photocopier	3,786	3,324
Total Current	47,880	45,305
Non-Current		
Lease Liabilities - Buildings	215,900	244,227
Lease Liabilities - Photocopier	2,673	5,923
Total Non-Current	218,573	250,150
Total	266,453	295,455

Disclosures - Leases as Lessee

(a) Details of Leasing Arrangements as Lessee

Buildings

The Board is party to a business premises lease with a 10.25 year term, with rent payable monthly in advance. Rental provisions within the lease agreement permit that lease payments can be increased by 3% once a year, during the rent review on 14 March.

The lease is non-cancellable in a manner other than the following. This Lease can be terminated at any time after four (4) years from the Lease Commencement Date by the Tenant giving a minimum of twelve (12) months written notice to the Landlord only under circumstances where the *Valuers Registration Act 1992* is repealed and the Board is abolished.

Plant and Equipment

The Board is also party to a photocopier lease which is non-cancellable, fixed fee agreement with a 4 year term.

(b) Amounts Recognised in Profit or Loss

	2021 \$	2020 \$
Interest Expense on Lease Liabilities	6,222	6,249
Breakdown of Lease Expenses		
Expenses Relating to Short-term Lease	-	-
Expenses Relating to Leases of Low Value Assets	-	-
Expenses Relating to Variable Lease Payments	-	-
(c) Total Cash Outflow for Leases	55,982	45,286
Lease Liabilities at 1 July 2020	295,455	338,888
Cash Outflow	(55,982)	(45,286)
Non-Cash Changes		
Prior Year Prepaid Amount	-	(4,396)
Interest Expenses	6,222	6,249
Lease Remeasurement	20,758	-
Lease Liabilities at 30 June 2021	266,453	295,455

VALUERS REGISTRATION BOARD OF QUEENSLAND


CERTIFICATE OF THE VALUERS REGISTRATION BOARD OF QUEENSLAND

These general purpose financial statements have been prepared pursuant to section 62(1)(a) of the *Financial Accountability Act 2009* (the Act), section 39 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with section 62(1)(b) of the Act we certify that in our opinion

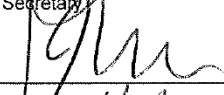
- (a) The prescribed requirements for establishing and keeping the accounts have been compiled with in all material respects; and
- (b) The financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Valuers Registration Board of Queensland for the financial year ended 30 June 2021 and of the financial position of the Board at the end of that year;

We acknowledge responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.

A.BLAKE
Chairperson


Date 26/8/21

I.MCEWAN
Secretary


Date 26/8/21

INDEPENDENT AUDITOR'S REPORT

To the Board of the Valuers Registration Board of Queensland

Report on the audit of the financial report

Opinion

I have audited the financial report of the Valuers Registration Board of Queensland.

In my opinion, the financial report:

- a) gives a true and fair view of the entity's financial position as at 30 June 2021, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards - Reduced Disclosure Requirements.

The financial report comprises the statement of financial position as at 30 June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the management certificate.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial report* section of my report.

I am independent of the entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the entity for the financial report

The Board is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards - Reduced Disclosure Requirements, and for such internal control as the Board determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Board is also responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the entity or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of expressing an opinion on the effectiveness of the entity's internal controls, but allows me to express an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the entity.
- Conclude on the appropriateness of the entity's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Report on other legal and regulatory requirements

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2021:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the entity's transactions and account balances to enable the preparation of a true and fair financial report.



Carolyn Dougherty
as delegate of the Auditor-General

30 August 2021

Queensland Audit Office
Brisbane