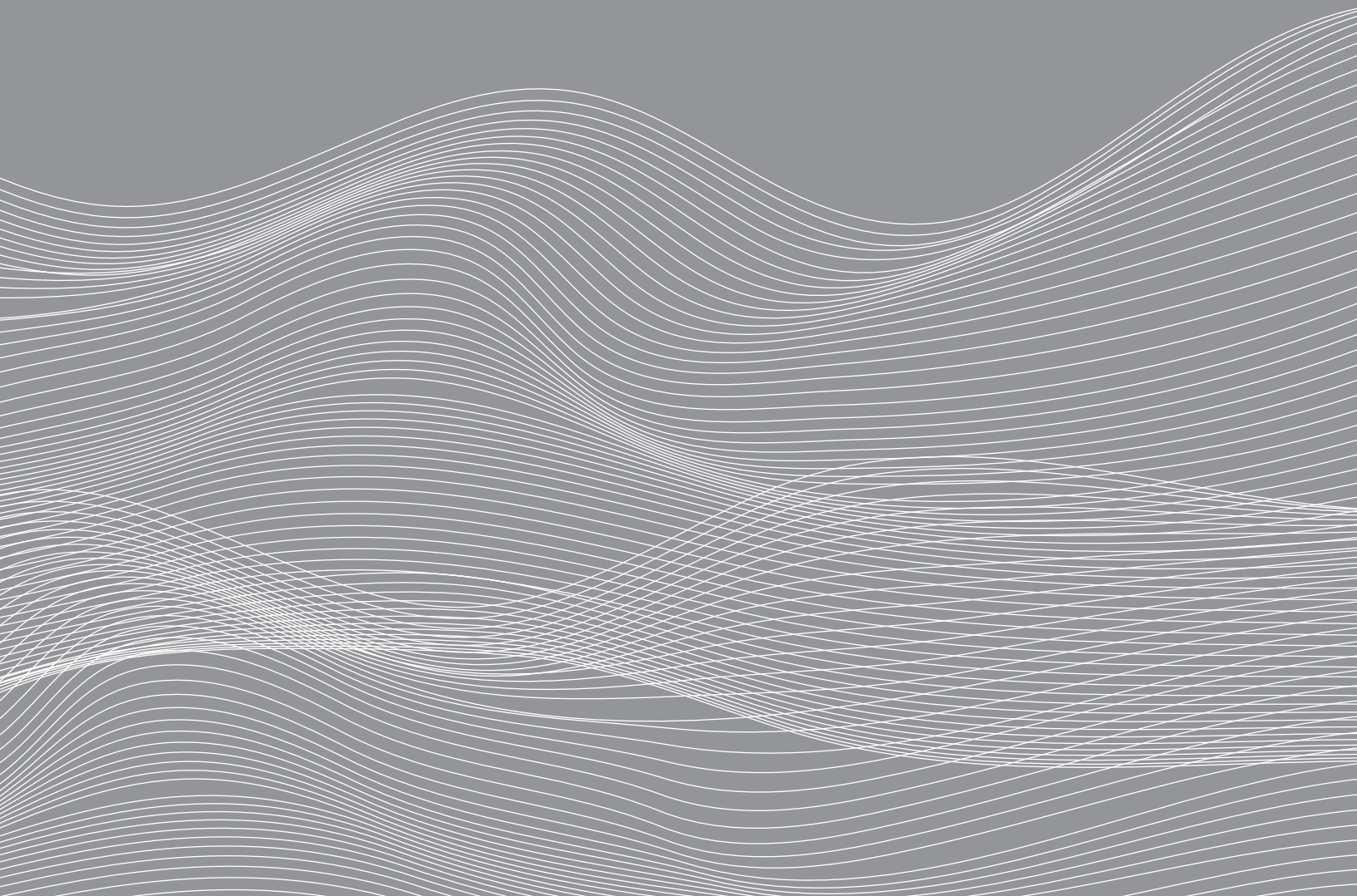




PORTABLE
LONG SERVICE
LEAVE

2025–26 Annual Report

Community Services Industry
(Portable Long Service Leave) Authority



The Community Services Industry (CSI) (Portable Long Service Leave) Authority (the Authority) was established under the *Community Services Industry (Portable Long Service Leave) Act 2020*. QLeave (the trading name of the Building and Construction Industry Authority) administers the CSI scheme on behalf of the Authority.

Some components of this Annual Report fall under the administration of QLeave and can be found in the Building and Construction Industry (Portable Long Service Leave) Authority Annual Report 2025–26.

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Attribution

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Interpreter Service Statement

Our organisation is committed to providing accessible information and services to Queenslanders from all cultural and linguistic backgrounds. To talk to someone about this annual report in your preferred language call 07 3115 6900 and we will arrange an interpreter to effectively communicate the report to you.



Open Data

For 2025–26, QLeave had no expenditure to report on overseas travel. Additionally, QLeave had no victims of crime complaints to report. Information on language interpreter services and consultancies expenditure can be accessed at www.qld.gov.au/data.

Public Availability

This annual report can be obtained at www.qleave.qld.gov.au or by phoning 1300 753 283.

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Letter of compliance

28 August 2026

The Honourable Jarrod Bleijie MP
Deputy Premier, Minister for State Development, Infrastructure
and Planning and Minister for Industrial Relations
1 William Street
BRISBANE QLD 4000

Dear Deputy Premier

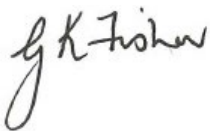
I am pleased to submit for presentation to the Parliament the Annual Report 2025–26 and financial statements for the Community Services Industry (Portable Long Service Leave) Authority (the Authority). The Authority is required to produce its own annual report.

I certify 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 in Appendix 2 to this report.

Yours sincerely



Glenys Fisher
CHAIRPERSON
Community Services Industry (Portable Long Service Leave) Authority Board

About the Authority

The Community Services Industry (CSI) (Portable Long Service Leave) Authority (the Authority) oversees the portable long service leave scheme (the scheme) for workers and employers in Queensland's community services industry. The operation of the scheme is administered by the Building and Construction Industry (BCI) (Portable Long Service Leave) Authority, trading as QLeave, on behalf of the Authority.

The Authority was established under the *Community Services Industry (Portable Long Service Leave) Act 2020* (the Act). Under the Act, QLeave provides resourcing and operational support to the Authority to carry out its functions efficiently and effectively. The Authority is governed by a Board with expertise in governance, finance, and risk, and includes members representing workers and employers in the community services industry.

The scheme is funded by a levy that employers are required to pay, based on actuarial advice. The current levy is 1.35% of ordinary wages of their eligible workers.

January 2026 marked the fifth anniversary of the CSI scheme. Since commencement, the scheme has supported the provision of portable, accessible long service leave entitlements across employers.

During 2025–26, the Authority continued to strengthen the scheme's sustainability and accessibility, with a focus on building the capability, systems and governance needed for the first claims payments in 2028.

During the year, our focus centred on:

- ◆ **strengthening scheme administration and service delivery** through improvements to employer onboarding, claims-related controls, and service consistency to support positive customer outcomes
- ◆ **enhancing scheme awareness and compliance** through education and outreach, stronger sector partnerships and risk-based compliance, increasing awareness of entitlements and obligations. Activities also expanded access to the Authority's information and support across regional and remote communities
- ◆ **supporting scheme sustainability and financial governance** through continuing our strong budgeting, forecasting and actuarial assessment processes to ensure the scheme remains appropriately funded and positioned to meet future liabilities
- ◆ **strengthening customer service foundations** to modernise scheme administration, including advancements in customer relationship management capability and the design and build of an enhanced customer portal to improve user experience and service efficiency
- ◆ **advancing major transformation initiatives** including the Future QLeave program and broader improvement agenda, to modernise service delivery and inform the Authority's future direction

As the scheme moves closer to the first worker claims payments in 2028, this work supports readiness to deliver entitlements efficiently, securely and at scale.

Looking ahead to 2026–27, the Authority will focus on progressing the Future QLeave, digital service channels and CRM capability, improving employer and worker engagement, and preparing processes, systems, and operations for worker claims payments from 2028.

Through these priorities, we will continue strengthening trust and confidence in the scheme and position the Authority to deliver accessible, sustainable long service leave entitlements for community services workers.

We would like to express our appreciation to our Minister, the Honourable Jarrod Bleijie MP, Deputy Premier, Minister for State Development, Infrastructure and Planning and Minister for Industrial Relations, and the Queensland Government for continuing to ensure legislative provisions support long service leave benefits for the community services industry.

The Authority acknowledges the leadership of the Board, the commitment of QLeave's employees and leadership, and the ongoing support of stakeholders in delivering and improving the scheme.

Government's objectives for the community

During 2025–26, we continued to support the Queensland Government's objectives for the community, as aligned with our Strategic Plan 2025–29 and detailed throughout this report:

- **A better lifestyle through a stronger economy** by respecting your money, administering portable long service leave schemes that protect eligible workers' entitlements across the community services industry supporting workforce mobility, fairness, and financial security.
- **A plan for Queensland's future** by supporting the building of infrastructure needed for a growing population through administering sustainable, industry-funded schemes that support long-term scheme viability, workforce stability and confidence in industries that are important to Queensland's economic and community wellbeing.

Strategic vision, opportunities, and risks

The Authority has a strong focus on managing risks while pursuing emerging opportunities to achieve its vision, purpose and objectives as outlined in the Strategic Plan 2025–29.

Our vision

- Making a positive difference for our industries — today, tomorrow and in the future.

Our purpose

- To provide equitable and efficient portable long service leave schemes.

Our opportunities

- Supporting and engaging our workforce.
- Fostering meaningful dialogue including data insights with our industries and stakeholders.
- Optimising our digital pathways to support the provision of seamless and efficient services.

Our risks

- Enhancing workforce culture and capability to encourage workforce engagement.
- Delivering on our service commitments to provide equitable and efficient portable long service leave schemes.
- Effectively managing operations and administering the schemes to advance financial sustainability.
- Investing in and maintaining effective cyber security and information protections to protect information and system assets.
- Building trust through interactions with our industries and stakeholders to effectively administer the schemes.
- Making legally sound decisions to discharge our statutory functions to the fullest extent.

Strategic objectives and performance

QLeave's Strategic Plan 2025–29 sets out the organisation's vision and strategic objectives, which guide the delivery of portable long service leave schemes across the community services, building and construction, and contract cleaning industries.

Our key performance achievements against our objectives and strategies are outlined below.

Put our people first

Our strategies

- Grow an empowered, high performing organisation to achieve our objectives.

Our achievements

- Progressed our Employer of Choice application.
- Continued delivering on actions from our Diversity, Equity and Inclusion, Wellbeing and Disability strategies.
- Implemented a Culturally and Racially Marginalised (CARM) Women Strategy.
- Completed a psychosocial risk assessment.
- Achieved an overall employee engagement score of 75% in the 2025 Working for Queensland survey, a significant improvement from 58% in 2024.
- Began implementing a Working for Queensland survey action plan in response to the 2025 survey results.

Deliver customer service excellence

Our strategies

- Undertake a transformation program informed by insights and enabled by innovation.
- Embed a culture of continuous improvement in everything we do.

Our achievements

- Delivered a new foundation for improved customer service by completing discovery and design for an enhanced online customer portal and CRM and commencing build activities.
- Commenced and moving towards finalisation of the first stage of the Future QLeave transformation, the outcomes of which were a Current State Assessment, the Future State Vision, and our Transformation Roadmap.
- Continued leading work nationally towards execution of a National Reciprocal Agreement to recognise workers' long service leave when they move across Australian jurisdictions.
- Finalised 121 internal review applications in 2025–26, in relation to decisions under the Act, providing an opportunity for customers to have decisions reviewed in a transparent and timely manner.

Ensure the schemes remain sustainable

Our strategies

- Be financially responsible, efficient and transparent.
- Strengthen industry connection through engagement and education.
- Enhance compliance and regulatory profile.

Our achievements

- Achieved annual investment returns across the portfolio of 10.56%, exceeding the investment objective of Consumer Price Index plus 3% per annum.
- Continued to enhance our compliance capability through implementation of our Compliance and Enforcement Strategy, supporting a more consistent, risk-based engagement with employers and levy payers to meet their service return and payment obligations.
- Raised worker and employer awareness and understanding of scheme entitlements through improved communications, education and outreach activities.
- Strengthened partnerships and stakeholder relationships across the community services sector, including collaboration with industry participants and education providers, as well as attending conference and sector events to grow the Authority's reach and engagement.
- Expanded access to the Authority's information, education and support services for Aboriginal and Torres Strait Islander workers and employers through outreach and engagement activities across regional and remote Queensland.
- Maintained and strengthened information security governance through independent assurance activities, including an audit of the Information Security Management System (ISMS) and completion of annual ISMS attestation requirements.
- Continued to enhance cyber resilience through independent security assessments of systems and online services, supporting the ongoing protection of customer information and critical business services.
- Strengthened financial governance and investment oversight through review and update of our Investment Policy Statement and Liquidity Policy.
- Improved financial planning and organisational insight by enhancing budgeting and forecasting capability to support efficient, data-informed decision-making across the Authority.
- Supported long-term scheme sustainability by undertaking our Annual Actuarial Assessment to inform levy rate considerations, scheme funding settings and the appropriate valuation of liabilities.

Scheme statistics

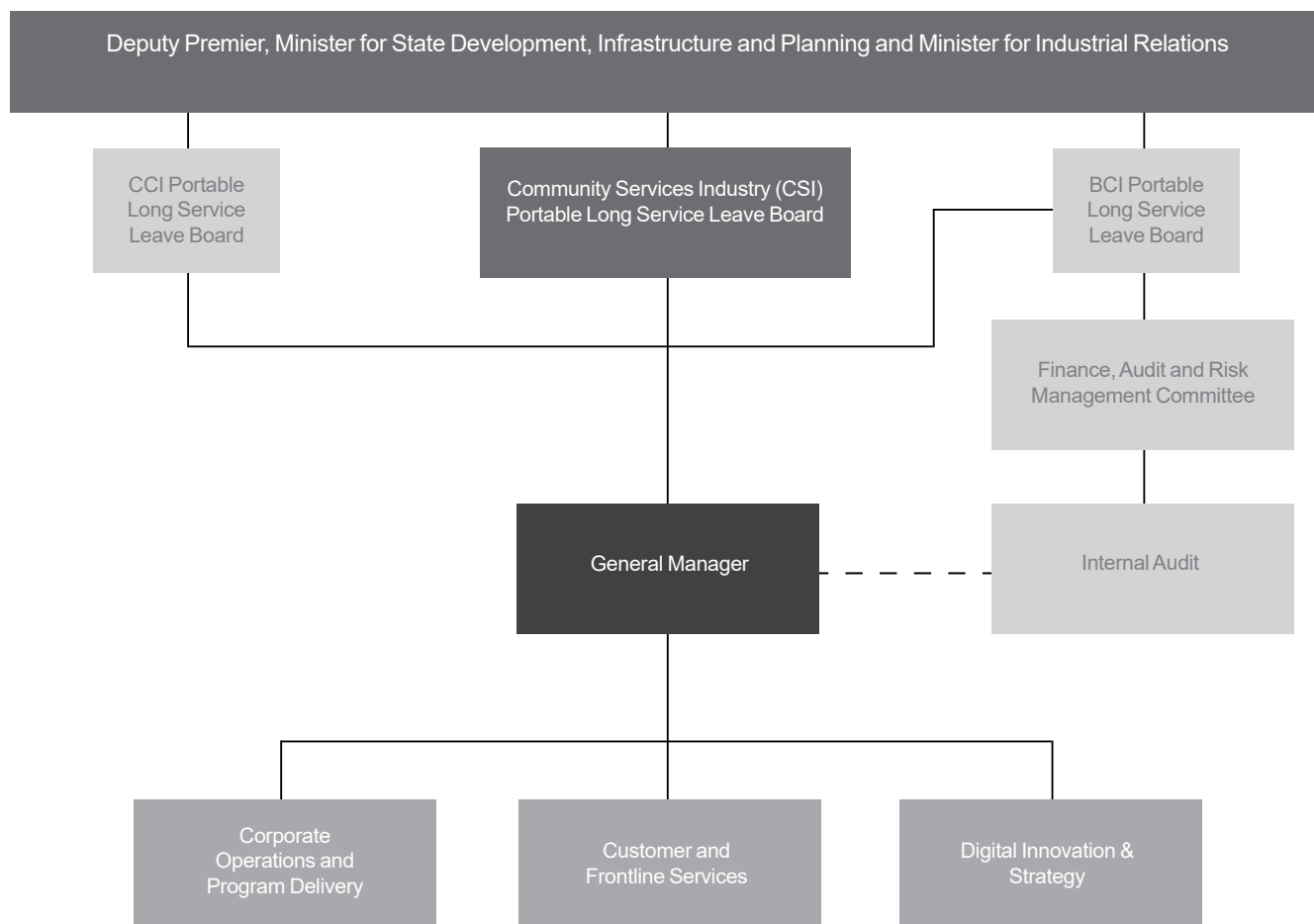
We compare our statistics for 2024–25 and 2025–26 below to show the types and volume of services delivered in 2025–26. In some instances, the outcomes were driven by scheme participants.

Statistics	2024–25	2025–26
Number of workers registered	221,881	261,695
The number of all registered workers with a registration date on or before 30 June 2026 has increased.		
Number of employers registered	2,054	2,580
The number of registered employers has increased.		
Number of reimbursement claims paid to employers	3,458	4,956
The number of reimbursement claims paid to employers registered during the financial year increased from 2024–25.		
Value of reimbursement claims paid to employers	\$6.0m	\$7.9m
The total financial value of reimbursement claims paid to employers during the financial year increased from 2024–25.		
Number of claims paid to workers	0	0
Claims payments to workers may begin in 2028.		
Value of claims paid to workers	\$0m	\$0m
Claims payments to workers may begin in 2028.		
Value of levies revenue	\$86.1m	\$103.7m
The total financial value of levies collected by the Authority during the financial year increased from 2024–25.		
Inbound calls	8,320	7,700
The total number of all inbound calls to QLeave related to the CSI scheme decreased from 2024–25.		

Governance — management and structure

Organisational chart

The Authority delivers its services through the structure outlined in the organisational chart below.¹



Executive management

The Authority is headed by Mr Brett Bassett, the General Manager, who is accountable to the Board and the Minister and has overall responsibility for the leadership of the organisation.

The Board

The Authority is governed by a board of directors appointed by the Governor-in-Council. The Board reports to the Honourable Jarrod Bleijie MP, Deputy Premier, Minister for State Development, Infrastructure and Planning and Minister for Industrial Relations.

The Board operates under the provisions of the Act and other governing legislation and within the scope of the Board Guidelines.

¹ Section 38 of the *Community Services Industry (Portable Long Service Leave) Act 2020* specifies that QLeave provides the Authority with administrative support services required to carry out its functions.

Board composition

The Board is appointed for a term of three years, and directors are eligible for reappointment. The Board's term commenced on 3 September 2023 and expires on 2 September 2026. The Board consists of eight directors:

- the chairperson
- the deputy chairperson, who must be appropriately qualified in commerce, economics, finance or management
- three directors representing employers in the community services industry
- three directors representing workers who perform community services work.

The Board comprised the following directors as of 30 June 2026:

- Chairperson: Glenys Fisher
- Deputy Chairperson: Jennifer Cullen
- Employer representatives: Matthew Gillett, David Curd, and Heidi Cooper
- Worker representatives: Justine Moran, Rebecca Girard, and Cheri Taylor.

Further information on the Board including meeting attendance, key achievements and remuneration is outlined in Appendix 1.

Board members

Glenys Fisher (Chair)

Appointed: 3 September 2020

Glenys was an Industrial Commissioner for more than 25 years, resigning from the Queensland Industrial Relations Commission in 2019.

During her tenure, she presided over many complex proceedings between employers, employees, and unions. Glenys also undertook two pay equity inquiries at the direction of the state government, resulting in legislative amendments. She also presided over three pay equity cases, including one for community services workers.

Glenys has served on the boards of two educational institutions—one of which she chaired for a period—and a community services organisation.

Glenys holds academic qualifications in arts, law, and industrial relations, and is a Fellow of the Institute of Management and Leaders and a graduate of the Australian Institute of Company Directors. Glenys is the founding Chairperson of the Board.

Jennifer Cullen AM (Deputy Chair)

Appointed: 3 September 2020

Jennifer was the Chief Executive Officer of Synapse Australia Limited until 30th June 2026.

She has extensive experience in providing a comprehensive range of community-based services to support and benefit people with disability. Jennifer has been a member of the National Disability Insurance Scheme's Independent Advisory Council since 2013 and was a member of the National Disability Carers' Advisory Council from 2013 to 2020.

Jennifer is also an Adjunct Associate Professor of James Cook University and Griffith University. In 2020, she was awarded Doctor of the University at Griffith University.

Jennifer was appointed a member (AM) of the Order of Australia in the 2024 Australia Day Honours. Jennifer is a graduate of the Australian Institute of Company Directors. Jennifer is the founding Deputy Chairperson.

Matthew Gillett (Employer representative)

Appointed: 16 March 2023²

Matthew is the Head of Advocacy at the Endeavour Foundation, a large disability service provider and employer of people with disability.

Matthew is a community services professional with extensive experience in non-profit organisations across Queensland, New South Wales, and the Australian Capital Territory.

Matthew has more than 30 years' management experience gained from a variety of sectors including disability, aged care, health, housing, and workforce planning.

Matthew has previous experience on a variety of boards and ministerial advisory bodies.

²An error was identified in the *Notes to the Financial Statements*, section *E1 Key Management Personnel (KMP) Disclosures* (p45) after the Financial Statement Certification date, with Mr Gillett's Board term commencement incorrectly referenced in the table as 16 March 2020. The correct commencement date is as recorded here.

David Curd (Employer representative)**Appointed:** 4 December 2025

David is the CEO of MS Queensland, a disability, employment, and allied health services provider operating for nearly 70 years, employing close to 300 staff.

David has worked in the community services sector in Queensland for over 30 years with a prior career in education.

His CEO experience is complimented by Board roles over the past 20 years including current positions on the Perpetual Advisory Committee and CoAct Remuneration and Nominations Committee. David is a Fellow of the Australian Institute of Company Directors.

Heidi Cooper (Employer representative)**Appointed:** 4 December 2025

Heidi is Chief Executive Officer of Business Chamber Queensland, where she advocates for the strategic growth and sustainable transformation of Queensland's business environment. In this role, she leads with purpose, driving business success while shaping the state's economic future through policy influence, stakeholder collaboration, and strategic reform.

With a career spanning business, law, corporate affairs and strategy, Heidi has led major initiatives for Top 20 ASX-listed companies, top-tier law firms and industry bodies across infrastructure, energy, financial services, education, and sport.

A qualified solicitor, experienced board director and graduate of the Australian Institute of Company Directors, Heidi also has significant expertise in governance, risk, and corporate leadership.

She is currently a member of the Jobs Queensland Board, Australian Made Board, Super Member Council Employer Forum, and several government advisory boards.

She is also a member of the Brisbane Festival Giving Committee, St Joseph's College Gregory Terrace School Advisory Council, and is Deputy Chair of the St Margaret's Foundation Board.

Justine Moran (Worker representative)**Appointed:** 3 September 2020

Justine is the Organising Coordinator at the Australian Municipal, Administrative, Clerical and Services Union (Services and Northern Administrative) Branch (The Services Union).

Justine has worked in the union movement for over 25 years and has extensive experience in developing campaigns to assist workers to realise their goals in the workplace. Justine is a member of the Australian Institute of Company Directors.

Justine is a founding Director of the Board.

Rebecca Girard (Worker representative)**Appointed:** 3 September 2020

Rebecca is the Deputy Secretary at the Australian Municipal, Administrative, Clerical and Services Union (Services and Northern Administrative) Branch (The Services Union).

Rebecca has over 20 years' experience working in the industrial relations sector and is skilled in coordinating service delivery, managing stakeholder engagement and resolving complex industrial issues.

Rebecca is currently a Director on the Brighter Super Board and was previously a member of the CareSuper Board of Directors.

Rebecca has completed the Australian Institute of Superannuation Trustees (AIST) Trustee Director course and has a solid understanding of governance and risk management. Rebecca is a graduate of the Australian Institute of Company Directors.

Rebecca is a founding Director of the Board.

Cheri Taylor (Worker representative)**Appointed:** 3 September 2023

Cheri is an Industrial Advocate for The Australian Workers' Union of Employees, Queensland & Northern Territory. Cheri advocates for members from a wide array of industries including community and disability services.

Cheri has more than 21 years' experience working in the industrial relations sector for the union movement and is skilled in resolving complex industrial issues.

Human rights

The Authority is committed to ensuring that human rights considerations form part of all aspects of relevant decision-making and complaint management processes.

During the 2025–26 financial year, the Authority received no human rights complaints related to the scheme.

We continued to promote the *Human Rights Act 2019* across the organisation by:

- creating the QLeave Human Rights Framework
- creating a Human Rights Assessment tool and accompanying work instruction
- promoting the *Human Rights Act 2019* through our communication channels such as our intranet, promotional awareness for Human Rights Day in December 2025, and promotion of the Queensland Human Rights Commission website, social channels and Rights and Responsibilities webinar
- ensuring that employees from across the organisation complete human rights training and annual refresher training.

Governance — risk management and accountability

Risk management

The Board, with QLeave's leadership teams, support a strong risk management culture that identifies and manages risks that may affect the achievement of the Authority's objectives and long-term financial sustainability. This supports confidence in the scheme and helps ensure the ongoing delivery of entitlements to scheme participants.

Further details of the risk management approach are addressed in the BCI Authority Annual Report 2025–26.

Internal audit

Internal audit services are provided through a third-party provider, managed through QLeave. Further details associated with the performance of the internal audit function are addressed in the BCI Authority Annual Report 2025–26.

External scrutiny

External scrutiny provides independent oversight of the Authority's activities and supports transparency, accountability and continuous improvement.

Further details regarding external scrutiny are addressed in the BCI Authority Annual Report 2025–26.

Information systems

Our technology and information management systems are designed to meet our business needs by leveraging opportunities and innovation to provide business value. Our ICT planning guides our progress towards becoming a digital-first organisation.

In 2025–26, to enable reliable and secure service delivery to scheme participants, we:

- supported the design phase of the CRM system for the Contract Cleaning Industry and Community Services Industry to deliver all CRM systems on a digital platform consistent with the Building and Construction Industry CRM system
- complied with the Queensland Government Information Security Management System requirements
- maintained governance of the information technology change procedure, decision-making and reporting processes to ensure transparency and control.

During 2025–26, we completed annual reporting processes under the Queensland Government's *Information and cyber security policy (IS18)*, which includes completing an annual information and cyber security return. The General Manager attested that the independent audit confirms that the ISMS complies with Queensland Government requirements and is operating effectively.

Information privacy

We are committed to complying with the objects of the *Right to Information Act 2009* and to protecting the personal information held in accordance with our obligations under the *Information Privacy Act 2009* (IP Act) and the Queensland Privacy Principles.

The IP Act regulates how all Queensland Government agencies and contracted service providers collect, store, use and disclose personal information.

During 2025–26, we:

- reviewed and updated delegations related to access applications
- ensured staff undertook mandatory Information Privacy Awareness and Right to Information training
- implemented the newly created Mandatory Notification of Data Breaches Policy and Procedure.

Records management

The Authority recognises effective records management as essential to accountability, transparency and good governance. In 2025–26, we continued to strengthen how we manage information as a corporate asset and comply with Queensland’s public records framework.

Our framework, including our Records Management Policy and Procedure, is guided by the *Public Records Act 2023* and Queensland State Archives (QSA) standards, policies and guidance.

We use an electronic document and records management system (EDRMS — OpenText Content Manager) to capture, manage, retain and dispose of records in line with approved recordkeeping requirements.

In 2025–26, we focused on improving records management maturity, supporting readiness for implementation of upcoming mandatory records management standards and embedding better recordkeeping practices across the organisation. Key activities included:

- upgrading our EDRMS to maintain a secure and reliable records management platform
- providing employee training and practical resources to build recordkeeping awareness and capability
- supporting business system projects to ensure recordkeeping requirements are considered in system design and implementation
- working with QSA on the review and development of our Retention and Disposal Schedule and contributing to sector consultation on draft mandatory records management standards.

Governance — people, culture and capability

As per the About the Authority section (page 1), under the Act, QLeave provides resourcing and operational support to the Authority to carry out its functions efficiently and effectively. Details associated with workforce management are therefore addressed in the BCI Authority Annual Report 2025–26.

Financial performance

Summary of financial performance³

Measure	2025–26 (\$m)	2024–25 (\$m)	Movement (\$m)
Total Income	140.9	113.5	27.4
Total Expenditure	86.5	51.1	35.3
Operating Result	54.4	62.3	(7.9)
Net Assets	157.4	103.0	54.4

Financial position

The Authority maintained a strong financial position in 2025–26, reporting an operating surplus of \$54.4 million and net assets of \$157.4 million at 30 June 2026. The result reflects continued growth in levy revenue and investment earnings, supporting the scheme’s ongoing financial sustainability.

Total income increased by 24.2% (\$27.4 million) to \$140.9 million in 2025–26. Levy revenue increased by 20.5% (\$17.6 million) to \$103.7 million, reflecting growth in wages reported by participating employers and continued growth in scheme membership. Investment income increased by 36.5% (\$9.8 million) to \$36.7 million.

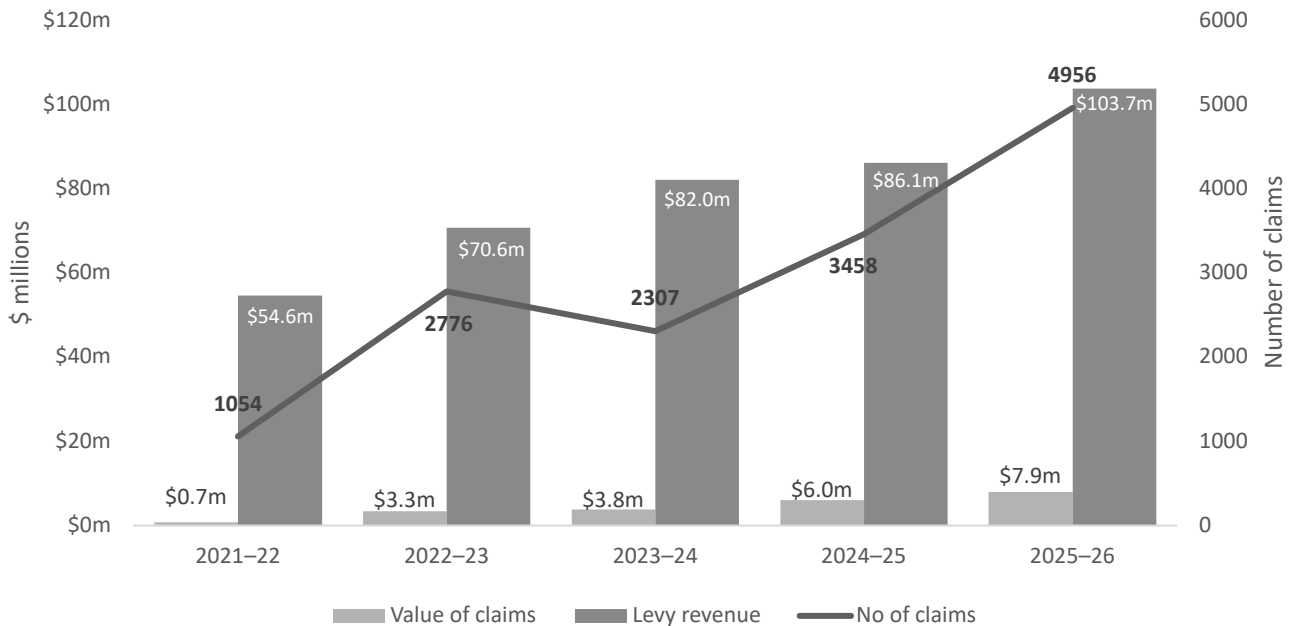
Total expenditure increased by 69.1% (\$35.3 million) to \$86.5 million. The Authority’s largest expense remained portable long service leave scheme benefits at \$78.1 million which increased by 78.8% (\$34.4 million) from the previous year, reflecting higher movements in the actuarially assessed provision for scheme benefits. During the year, the Authority paid \$7.9 million in long service leave reimbursement claims to employers, compared with \$6.0 million in 2024–25.

Total assets increased by 36.7% (\$122.2 million) to \$455.2 million at 30 June 2026. The investment portfolio increased by 38.0% (\$115.7 million) to \$420.4 million, reflecting positive investment returns and additional investments made during the year.

The actuarially assessed provision for scheme benefits increased by 30.9% (\$70.2 million) to \$297.2 million. Despite the increase in liabilities, the scheme remained in a strong funding position, with net assets of \$157.4 million and a funding ratio of 141.4%, based on the coverage of scheme benefits against investment assets.

³Figures are subject to rounding and may not add precisely.

Long service leave claims paid and levy revenue



Claim values include portable long service leave benefit reimbursements paid to employers during the financial year. Levy revenue represents portable long service leave levy income recognised during the financial year.

Long service leave liabilities

	2021-22	2022-23	2023-24	2024-25	2025-26
Vested Benefits (leaving industry)*	\$15.2m	\$40.3m	\$58.0m	\$90.8m	\$118.9m
Non-vested Benefits^	\$34.1m	\$69.0m	\$131.3m	\$136.2m	\$178.3m
Total LSL liability	\$49.3m	\$109.3m	\$189.3m	\$227.0m	\$297.2m
Number of registered workers	107,205	148,558	186,745	221,881	261,695

*Vested Benefits (leaving industry) is the sum of the entitlements for those workers who have reached eligibility to make a leaving industry claim and assuming this was paid out on 30 June.

^Total LSL liability less vested benefits.

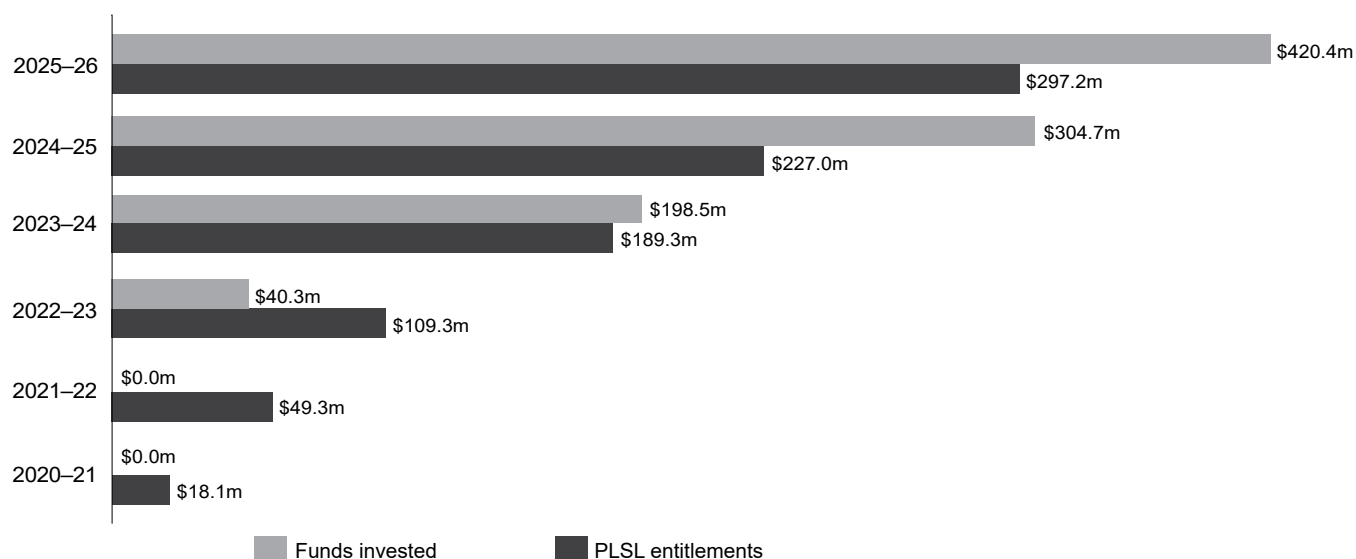
Investment performance

Investment assets are managed by Queensland Investment Corporation in accordance with the Authority's Investment Policy Statement. The Authority maintains a diversified investment portfolio designed to support liquidity requirements and long-term investment objectives.

The investment portfolio continued to deliver positive returns during 2025–26 despite ongoing market volatility and changing global economic conditions. The Authority achieved a net return after fees of 10.56% for the year, compared with 10.93% in 2024–25.⁴

Investment earnings continue to play an important role in supporting the scheme's long-term sustainability and funding long service leave liabilities and benefit payments to workers.

Investment assets compared with scheme benefit liabilities (\$m)



Investment assets represent financial assets at fair value through profit or loss. Scheme benefit liabilities represent the actuarially assessed provision for portable long service leave benefits.

⁴The 2024–25 CSI Annual Report Financial Performance summary incorrectly stated 2024–25 investment proceeds as \$26.96 million when it should have been \$26.87 million. The accompanying graphic rounded the figure to \$26.9 million. This error resulted from mixing one decimal and two decimal rounding conventions.

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Financial Statements

Community Services Industry (Portable Long Service Leave) Authority

For the year ended 30 June 2026

Community Services Industry (Portable Long Service Leave) Authority

Financial Statements

for the year ended 30 June 2026

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Community Services Industry (Portable Long Service Leave) Authority

Statement of Comprehensive Income

for the year ended 30 June 2026

OPERATING RESULT	Note	2026 \$'000	2025 \$'000
Income from continuing operations			
Portable long service leave (PLSL) levies	B1-1	103,695	86,058
Net income from financial assets at fair value through profit or loss (FVTPL)	B1-2	36,665	26,866
Interest income	C1	519	539
Total income from continuing operations		140,879	113,463
Expenses from continuing operations			
Supplies and services	B2-1	7,768	7,151
Impairment losses	D2-3	600	300
Portable long service leave (PLSL) scheme benefits	C5	78,093	43,677
Total expenses from continuing operations		86,461	51,128
Operating result from continuing operations		54,418	62,335
OTHER COMPREHENSIVE INCOME		-	-
TOTAL COMPREHENSIVE INCOME		54,418	62,335

The accompanying notes form part of these financial statements.

Community Services Industry (Portable Long Service Leave) Authority

Statement of Financial Position

as at 30 June 2026

	Note	2026 \$'000	2025 \$'000
Current assets			
Cash and cash equivalents	C1	8,043	4,511
Receivables	C2	26,775	23,827
Financial assets at fair value through profit or loss (FVTPL)	C3	33,630	45,008
Total current assets		68,448	73,346
Non-current assets			
Financial assets at fair value through profit or loss (FVTPL)	C3	386,750	259,671
Total non-current assets		386,750	259,671
Total assets		455,198	333,017
Current liabilities			
Payables	C4	550	2,987
Provision for scheme benefits	C5	119,100	97,200
Total current liabilities		119,650	100,187
Provision for scheme benefits	C5	178,100	129,800
Total non-current liabilities		178,100	129,800
Total liabilities		297,750	229,987
Net assets		157,448	103,030
Equity			
Accumulated surplus		157,448	103,030
Total equity		157,448	103,030

The accompanying notes form part of these financial statements.

Community Services Industry (Portable Long Service Leave) Authority

Statement of Changes in Equity

for the year ended 30 June 2026

	Accumulated surplus \$'000
Balance as at 1 July 2024	40,695
Total comprehensive income for the year	62,335
Balance as at 30 June 2025	103,030
Total comprehensive income for the year	54,418
Balance as at 30 June 2026	157,448

The accompanying notes form part of these financial statements.

Community Services Industry (Portable Long Service Leave) Authority

Statement of Cash Flows

for the year ended 30 June 2026

CASH FLOWS FROM OPERATING ACTIVITIES	Note	2026 \$'000	2025 \$'000
<i>Inflows:</i>			
Interest receipts		519	539
Portable long service leave (PLSL) levies		100,563	83,691
GST input tax credits from ATO		1,040	759
<i>Outflows:</i>			
Supplies and services		(9,586)	(6,824)
Portable long service leave (PLSL) payments		(7,893)	(5,977)
GST paid to suppliers		(1,155)	(834)
Net cash provided by operating activities	CF-1	83,488	71,354
CASH FLOWS FROM INVESTING ACTIVITIES			
<i>Inflows:</i>			
Proceeds from investments		964	670
<i>Outflows:</i>			
Purchase of investments		(80,000)	(80,000)
Fund management fees		(920)	(646)
Net cash used in investing activities		(79,956)	(79,976)
Net increase/(decrease) in cash and cash equivalents		3,532	(8,622)
Cash and cash equivalents - opening balance		4,511	13,133
Cash and cash equivalents - closing balance	C1	8,043	4,511

The accompanying notes form part of these financial statements.

Community Services Industry (Portable Long Service Leave) Authority

Statement of Cash Flows

for the year ended 30 June 2026

NOTES TO THE STATEMENT OF CASH FLOWS

CF-1 Reconciliation of opening result to net cash provided by operating activities

	2026 \$'000	2025 \$'000
Operating surplus	54,418	62,335
<i>Adjustments to investment items:</i>		
Investment income	(36,665)	(26,866)
Fund management fees	920	646
<i>Changes in assets and liabilities</i>		
Increase in PLSL scheme benefits provision	70,200	37,700
Increase in receivables	(2,948)	(2,141)
Decrease in payables	(2,437)	(320)
Net cash provided by operating activities	83,488	71,354

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

SECTION 1

ABOUT THE AUTHORITY AND THIS FINANCIAL REPORT

A1 BASIS OF FINANCIAL STATEMENT PREPARATION

A1-1 GENERAL INFORMATION

The Community Services Industry (Portable Long Service Leave) Authority (the Authority) was established under the *Community Services Industry (Portable Long Service Leave) Act 2020* from 22 June 2020.

The principal place of business of the Authority is Unit 1, 62 Crockford Street, Northgate QLD 4013.

A1-2 COMPLIANCE WITH PRESCRIBED REQUIREMENTS

The Authority has prepared these financial statements in compliance with section 39 of the *Financial and Performance Management Standard 2019* and Section 62(1) of the *Financial Accountability Act 2009*. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2025.

The Authority is a not-for-profit statutory body and these general purpose financial statements are prepared on an accrual basis (except for the statement of cash flows which is prepared on a cash basis) in accordance with Australian Accounting Standards and Interpretations applicable to not-for-profit entities.

New accounting standards early adopted and/or applied for the first time in these financial statements are outlined in Note E3.

A1-3 PRESENTATION

Currency and rounding

Amounts included in the financial statements are in Australian dollars and rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparatives

Comparative information reflects the audited 2024-25 financial statements and has been reclassified where necessary to be consistent with disclosures in the current reporting period. Where comparative information has been restated, unless otherwise specified, such restatements are not material and would not require disclosure in accordance with AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors.

Current / non-current classification

Assets and liabilities are classified as either 'current' or 'non-current' in the statement of financial position and associated notes.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

A1-3 PRESENTATION (continued)

Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date, or the Authority does not have an unconditional right to defer settlement to beyond 12 months after the reporting date.

All other assets and liabilities are classified as non-current.

Offsetting financial instruments

Financial assets and liabilities are offset, and the net amount is reported in the statement of financial position if there is a currently enforceable legal right to offset the recognised amounts and there is an intention to settle on a net basis, or to realise the assets and settle the liabilities simultaneously.

A1-4 AUTHORISATION OF FINANCIAL STATEMENTS FOR ISSUE

The financial statements are authorised for issue by the Chair of the Authority's Board and the General Manager at the date of signing the management certificate.

A1-5 BASIS OF MEASUREMENT

Historical cost is used as the measurement basis in this financial report except for the following:

- Provisions expected to be settled 12 or more months after reporting date which are measured at their present value.
- Investments with the Queensland Investment Corporation (QIC) which are measured at fair value.

Historical cost

Under historical cost, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire assets at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or at the amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

Fair Value

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique. Fair value is determined using one of the following three approaches:

- The *market approach* uses prices and other relevant information generated by market transactions involving identical or comparable (i.e. similar) assets, liabilities or a group of assets and liabilities, such as a business.
- The *cost approach* reflects the amount that would be required currently to replace the service capacity of an asset. This method includes the current replacement cost methodology.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

A1-5 BASIS OF MEASUREMENT (continued)

- The *income approach* converts multiple future cash flow amounts to a single current (i.e. discounted) amount. When the income approach is used, the fair value measurement reflects current market expectations about those future amounts.

Where fair value is used, the fair value approach is disclosed.

Present value

Present value represents the present discounted value of the future net cash inflows that the item is expected to generate (in respect of assets), or the present discounted value of the future net cash outflows expected to settle (in respect of liabilities) in the normal course of business.

A1-6 THE REPORTING ENTITY

The financial statements include all income, expenses, assets, liabilities and equity of the 'economic entity' comprising the Authority with there being no other related entities.

A2 AUTHORITY OBJECTIVES

The objective of the Authority is to administer a paid long service leave scheme for eligible workers within the community services industry in accordance with the *Community Services Industry (Portable Long Service Leave) Act 2020*.

The Authority is funded by a levy imposed on worker wages, currently 1.35%. The Authority is further funded by income earned from the investment of these funds.

For the 2025-26 financial year, the Authority reported to The Honourable Jarrod Bleijie MP, Deputy Premier, Minister for State Development, Infrastructure and Planning, and Minister for Industrial Relations.

The Authority operates without directly employing staff. The General Manager of the Authority is the person appointed as the General Manager of the Building and Construction Industry (Portable Long Service Leave) Authority (QLeave) and manages the business of the Authority. QLeave provides the Authority with the staff and administrative support services that it requires to carry out its functions. Costs shown in the statement of comprehensive income under supplies and services represents QLeave's fee for these services.

Community Services Industry (Portable Long Service Leave) Authority
Notes to Financial Statements
for the year ended 30 June 2026

SECTION 2
NOTES ABOUT OUR FINANCIAL PERFORMANCE

B1 REVENUE

B1-1 INCOME FROM LEVIES

	2026 \$'000	2025 \$'000
Portable long service leave (PLSL) levies	103,695	86,058

Accounting policy – Income from levies

Revenue is recognised where it can be reliably measured and the Authority has an unconditional right to receive the income in the reporting period to which it relates. Levy revenue for the final quarter of the financial year is accrued at reporting date based on historical collection patterns and year-to-date levy receipts.

Retrospective levy income is recognised when invoiced.

B1-2 NET INCOME FROM FINANCIAL ASSETS AT FAIR VALUE THROUGH PROFIT OR LOSS (FVTPL)

	2026 \$'000	2025 \$'000
Managed unit trust distributions	33,472	24,066
Gain on financial instruments	3,193	2,800
Total	36,665	26,866

Accounting policy - Interest and distributions from financial assets at FVTPL

Interest and distributions from financial assets at FVTPL are recognised when the right to receive the payment is established.

Accounting policy - Net fair value gain on financial instruments

Changes in the fair value of financial instruments are recognised as gains or losses in the statement of comprehensive income as they occur. Net fair value movement on financial assets at FVTPL is disclosed in Note D1-3.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

B2 EXPENSES

B2-1 SUPPLIES AND SERVICES

	2026 \$'000	2025 \$'000
QLeave fees	6,786	6,485
Board fees	11	12
QIC fund management fees	920	646
Other expenses	51	8
Total	7,768	7,151

Accounting policy – Procurement

For a transaction to be classified as supplies and services, the value of goods and services received by the Authority must be approximately equal value to the value of the consideration exchanged for those goods or services.

Disclosure - QLeave fees

The Authority, under agreement, pays to QLeave a fee for the administrative services that it requires to carry out its functions effectively, including the collection of levies.

Audit fees

Audit fees are incurred by QLeave and are charged to the Authority through the QLeave service fee arrangement. The total audit fees quoted by the Queensland Audit Office relating to the external audit of the 2025-26 financial statements are estimated to be \$34,067 (2024-25: \$25,423).

Insurance premiums – QGIF

The Authority's risks are insured through the Queensland Government Insurance Fund (QGIF) and premiums are paid on a risk assessment basis. Insurance claims are subject to a \$2,000 deductible per claim. QGIF insurance premiums are included in the QLeave fees.

Disclosure - Board fees

Board fees are paid by QLeave and reimbursed by the Authority. Refer to Note E1 for KMP disclosures.

Disclosure - Fund management fees

Fund management fees are charged by QIC for the management of the Authority's investments. The fees are calculated as a percentage of the balance under management at a fixed rate of 0.25% per annum.

Community Services Industry (Portable Long Service Leave) Authority
Notes to Financial Statements
for the year ended 30 June 2026

SECTION 3
NOTES ABOUT OUR FINANCIAL POSITION

C1 CASH AND CASH EQUIVALENTS

	2026	2025
	\$'000	\$'000
Cash at bank	8,043	4,511

Accounting policy - cash and cash equivalents

For the purpose 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. Interest is recognised when earned.

Disclosure - cash and cash equivalents

The Authority earned \$519,301 in interest revenue on cash held with the Commonwealth Bank during 2025-26 (2024-25: \$538,943).

C2 RECEIVABLES

	2026	2025
	\$'000	\$'000
Trade debtors	5,074	4,703
Less: Loss allowance	(472)	(470)
	4,602	4,233
PLSL levies receivable ¹	21,558	19,427
QLeave fee - refund ²	302	-
Accrued revenue	49	18
GST input tax credits receivable	264	149
Total	26,775	23,827

¹ Represents the fourth quarter revenue accrual due in July 2026.

² Reflects the annual true-up adjustment of service costs with QLeave.

Accounting policy – Receivables

Receivables are measured at amortised cost which approximates their fair value at reporting date. Trade debtors are recognised at the amounts due at the end of a return quarter. Settlement of these amounts is required within 14 days from the end of the quarter.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

C2 RECEIVABLES (continued)

The collectability of receivables is assessed periodically with an allowance being made for impairment. All known irrecoverable balances were written off as at 30 June. The allowance for impairment is based on loss events in conjunction with current debtor monitoring and analysis. The trade debtors loss allowance reflects the lifetime expected credit loss method and includes known doubtful debts. Refer to Note D2-3.

C3 FINANCIAL ASSETS AT FAIR VALUE THROUGH PROFIT OR LOSS (FVTPL)

	2026 \$'000	2025 \$'000
Current		
Liquidity Fund	33,630	45,008
Non-Current		
Capital Fund	386,750	259,671
Total	420,380	304,679

Accounting policy - Financial assets at FVTPL

The Authority's financial assets are stated at FVTPL and are limited to unlisted unit trusts managed by QIC. The fair value of these financial assets was estimated using market approach based on unit price of the relevant trust at reporting date. The unit trust is derived based on observable market data for the underlying investments held by the Fund.

Financial assets at FVTPL are classified as 'current' or 'non-current' based on the relative liquidity of the investments.

Disclosure - Financial assets at FVTPL

The Authority's investment portfolio is structured to align with the objectives of liquidity management and long-term capital growth, in accordance with approved investments under Schedule 7 of the *Statutory Bodies Financial Arrangements Act 1982* (SFBA Act), and the Authority's Investment Policy Statement.

The liquidity component (8%) comprises investments in the QIC Cash Enhanced Fund (CEF), allowing the Authority to retain access to a pool of liquid assets to meet forecast short-term liabilities, while effectively managing liquidity risk. The capital component (92%) comprises investments in the QIC Long Term Diversified Fund (LTDF). The Authority's investment in this fund is structured to deliver long-term growth and capital appreciation, to support the Scheme in meeting its long-term long service leave benefit obligations.

The Authority invested \$80 million into these funds during the financial year (2024-25: \$80 million). No funds were redeemed from the fund during the year. The final rate of return net of fees for the QIC portfolio is 10.56% (2024-25: 10.93%). Net fair value movement on financial assets at FVTPL is disclosed in Note D1-3.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

C3 FINANCIAL ASSETS AT FAIR VALUE THROUGH PROFIT OR LOSS (FVTPL) (continued)

Investment strategy and portfolio rebalancing

The Authority undertook its annual review of the Investment Policy Statement and Strategic Investment Allocation (SIA) during the financial year and revised the SIA. Following this revision, the Authority rebalanced its investment portfolio to maintain alignment with the approved SIA and target asset allocation. Investment distributions received during the year were reinvested and additional investments were made in accordance with the updated SIA. This approach reflects the Authority's commitment to optimising long-term investment performance while maintaining alignment with its approved investment governance framework and risk management objectives.

C4 PAYABLES

	2026 \$'000	2025 \$'000
QLeave fee payable ¹	-	2,578
PLSL claims payable	464	348
Accrued charges	86	61
Total	550	2,987

¹ The comparative balance reflected the annual true-up of service costs payable to QLeave and included fees for the June 2025 quarter. Also refer to Note C2 – Receivables.

Accounting policy - Trade creditors

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

C5 PROVISION FOR SCHEME BENEFITS

	2026 \$'000	2025 \$'000
Current		
Provision for scheme benefits expected to be settled within 12 months	17,100	19,200
Provision for scheme benefits expected to be settled after 12 months	102,000	78,000
Total	119,100	97,200
Non-current		
Provision for scheme benefits	178,100	129,800
Total	297,200	227,000

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

C5 PROVISION FOR SCHEME BENEFITS (continued)

Movement in Provisions

	2026 \$'000	2025 \$'000
Balance as at 1 July	227,000	189,300
Additional provision recognised	74,993	80,477
Unwinding of discount	13,800	11,900
Changes in assumptions	(10,700)	(48,700)
Less: PLSL claims paid	(7,893)	(5,977)
Balance as at 30 June	297,200	227,000

The number of registered workers as at 30 June 2026 was 261,695 (2024-25: 221,881).

Accounting policy – Provision for scheme benefits

Provisions are recorded when the Authority has a present obligation, either legal or constructive as a result of a past event. They are recognised at the amount expected at reporting date for which the obligation will be settled in a future period. Where the settlement of the obligation is expected after 12 or more months, the obligation is discounted to the present value using an appropriate discount rate.

Payments for long service leave claims are assessed and calculated in accordance with the *Community Services Industry (Portable Long Service Leave) Act 2020* and the *Community Services Industry (Portable Long Service Leave) Regulation 2020* and are recognised in the statement of comprehensive income as the costs are incurred.

Disclosure - Provision for Scheme Benefits

The liability has been recorded as both a current liability and a non-current liability in accordance with AASB 101 Presentation of Financial Statements and AASB 137 Provisions, Contingent Liabilities and Contingent Assets, whereby the current liability represents any amount of Scheme benefits liability for which the Authority does not have an unconditional right to defer settlement for at least 12 months after the reporting date. This is in effect the accrued benefit liabilities for workers that have at least 2,190 days of service or more.

The total current provision of \$119.1 million (2024-25: \$97.2 million) represents the value for which the Authority does not have an unconditional right to defer settlement for at least 12 months. Based on actuarial projections, the Authority only expects to pay \$17.1 million (2024-25: \$19.2 million) in PLSL claims over the next 12 months.

Actuarial valuation of long service leave benefits

The Scheme long service leave liability was determined through an independent actuarial assessment, conducted at least every two years as required by the *Community Services Industry (Portable Long Service Leave) Act 2020*, to evaluate the sufficiency of the Authority's funds and the adequacy of the levy rate. The valuation reflects the benefits accrued up to the reporting date and payable to registered workers.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

C5 PROVISION FOR SCHEME BENEFITS (continued)

Mercer Consulting (Australia) Pty Ltd was appointed as the Authority's actuary on 8 April 2021. The latest actuarial assessment of the Scheme liabilities dated 30 June 2026 was prepared utilising worker data as at 31 December 2025 and was based on a number of theoretical and Board-approved assumptions.

As the Scheme has only been in operation since 1 January 2021, there are limitations with regard to data and information on Scheme experience. Therefore, for the purposes of the actuarial valuation, it has been necessary for Mercer to make assumptions about certain matters, including leave accruals up to 30 June 2026, service recognised for eligibility purposes prior to the commencement of the Scheme, as well as the rates at which workers enter and leave the Scheme.

Disclosure - Key estimates and judgements: Provisions

The key actuarial assumptions used in determining the value of Scheme benefits for the reporting period were:

Financial assumptions	2026	2025
Investment return/discount rate ¹	6.30%	6.30%
Wage inflation - Years 1-5 ²	5.20%	5.50%
Wage inflation - thereafter ³	3.50%	3.50%
Investment return less wage inflation (gap) - Years 1-5	1.10%	0.80%
Investment return less wage inflation (gap) - thereafter	2.80%	2.80%
Average week wage rate for PLSL claims	\$1,822.92	\$1,409.16

¹ The discount rate reflects the expected long-term investment return on Scheme assets.

² Based on the Social, Community, Home Care and Disability Services (SCHADS) Industry Award [MA000100] Level 4 - pay point 4.

³ Based on Mercer's long-term wage forecast.

Demographic trends and assumptions	2026	2025
Number of workers ¹	241,258	204,310
Number of active workers	111,203	101,502
Number of inactive workers	130,055	102,808
Average age (years)	42.40	42.35
Average length of service (years) ²	1.80	1.60
Long service usage rate per annum	6%	10%
Rate of new entrants per annum	3.5%	3.5%

¹ Based on worker data as at 31 December 2025 (2024-25: 30 November 2024)

² Does not include backdated service adjustments (for eligibility purposes) in respect of service prior to Scheme commencement.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

C5 PROVISION FOR SCHEME BENEFITS (continued)

Management of estimation uncertainty

The Authority manages risks associated with the Scheme through an established funding and governance framework. The Board has implemented a funding policy, including a target funding range, and monitors the Scheme's funding position through regular actuarial reviews.

In assessing future levy requirements, the independent actuary considers the funding policy objectives together with the specific circumstances of the Scheme. No changes to the levy rate were made during the reporting period.

According to the actuarial valuation as at 30 June 2026, the Scheme remains in a strong funding position, with assets exceeding the actuarially assessed liabilities and a funding ratio above the Board-approved target range. This supports the Authority's assessment that the Scheme is well positioned to meet its long-term benefit obligations.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

SECTION 4

NOTES ABOUT RISKS AND OTHER ACCOUNTING UNCERTAINTIES

D1 FAIR VALUE MEASUREMENT

D1-1 ACCOUNTING POLICIES AND INPUTS FOR FAIR VALUES

What is fair value?

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique.

Observable inputs are publicly available data that are relevant to the characteristics of the assets/liabilities being valued.

Unobservable inputs are data, assumptions and judgements that are not available publicly, but are relevant to the characteristics of the assets/liabilities being valued. Significant unobservable inputs used by the Authority include, but are not limited to, subjective adjustments made to observable data to take account of the characteristics of the Authority's assets/liabilities, internal records of recent costs (and/or estimate of such costs) for assets' characteristics/functionality, and assessments of physical condition and remaining useful life.

Unobservable inputs are used to the extent that sufficient relevant and reliable observable inputs are not available for similar assets/liabilities.

Fair value measurement hierarchy

All assets and liabilities of the Authority for which fair value is measured or disclosed in the financial statements are categorised within the following fair value hierarchy, based on the data and assumptions used in the most recent specific appraisals:

Level 1	represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets and liabilities;
Level 2	represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level 1) that are observable, either directly or indirectly; and
Level 3	represents fair value measurements that are substantially derived from unobservable inputs.

D1-2 BASIS FOR FAIR VALUE OF ASSETS AND LIABILITIES

The Authority's holdings in financial assets at fair value through profit and loss is limited to unlisted unit trusts managed by QIC. The fair value of these holdings was based on the unit price of the relevant trust at reporting date. While the units in the trust have quoted prices and are able to be traded, the market would not be considered active for level 1. Accordingly, the Authority classifies these financial assets as level 2.

The fair value of receivables and payables is assumed to approximate the value of the original transactions. The carrying amount of cash and cash equivalent assets represent their fair value.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

D1-3 LEVEL 2 FAIR VALUE MEASUREMENT – RECONCILIATION

	QIC CEF* \$'000	QIC LTDF* \$'000	Total \$'000
Opening balance as at 1 July 2024	28,598	169,885	198,483
Acquisitions	14,740	65,260	80,000
Distributions re-invested	1,768	22,298	24,066
Net realised gain from financial assets at FVTPL	1	2,799	2,800
Fund management fees ¹	(99)	(571)	(670)
Closing balance at 30 June 2025	45,008	259,671	304,679
Opening balance as at 1 July 2025	45,008	259,671	304,679
Acquisitions ²	10,850	93,400	104,250
Redemptions ²	(24,250)	-	(24,250)
Distributions re-invested	2,088	31,384	33,472
Net realised gain from financial assets at FVTPL	73	3,120	3,193
Fund management fees ¹	(139)	(825)	(964)
Closing balance at 30 June 2026	33,630	386,750	420,380

¹ Fund management fees are inclusive of GST

² Includes investment rebalancing

* CEF (Cash Enhanced Fund); LTDF (Long-term Diversified Fund)

D2 FINANCIAL RISK DISCLOSURES

D2-1 FINANCIAL INSTRUMENT CATEGORIES

Financial assets and financial liabilities are recognised in the statement of financial position when the Authority becomes party to the contractual provisions of the financial instrument. The Authority has the following categories of financial assets and financial liabilities:

No financial assets and financial liabilities have been offset and presented in the statement of financial position.

Category	Note	2026 \$'000	2025 \$'000
Financial assets			
Cash and cash equivalents	C1	8,043	4,511
Receivables (at amortised cost)	C2	26,775	23,827
QIC Investments (at fair value through profit or loss)	C3	420,380	304,679
Total financial assets		455,198	333,017
Financial liabilities			
Payables (at amortised cost)	C4	550	2,987
Total financial liabilities		550	2,987

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

D2-2 RISKS ARISING FROM FINANCIAL INSTRUMENTS

(a) Risk exposure

Financial risk management is undertaken in accordance with QLeave's policies, including the Authority's Investment Policy Statement and the overarching risk management framework. The Investment Policy Statement is specifically designed to address the unpredictability of financial markets and aims to minimise potential adverse effects on the financial performance of the Authority. The Authority's activities expose it to a variety of financial risks as set out in the following table:

Risk exposure	Definition	Exposure
Credit risk	The risk that the Authority may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.	The Authority is exposed to credit risk in respect of its receivables from employers in the community services (Note C2). This sector is particularly vulnerable to funding volatility and insolvency.
Liquidity risk	The risk that the Authority may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.	The Authority is exposed to liquidity risk in respect of its payables (Note C4) and payments for long service leave claims (Note C5).
Market risk	The risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: price risk, interest rate risk and currency risk. <i>Price Risk</i> is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices (other than those arising from interest rate risk or currency risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market. <i>Interest rate risk</i> is the risk that the fair value or future cash flows of the financial instrument will fluctuate because of changes in market interest rates. The Authority is not exposed to currency risk.	The Authority is exposed to price risk through investments with QIC (Note C3). The Authority is exposed to adverse movements in the level of volatility of the financial markets in respect to these investments. The Authority is exposed to interest rate risk through cash and cash equivalents (Note C1) which is subject to variable interest rates.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

D2-2 RISKS ARISING FROM FINANCIAL INSTRUMENTS (continued)

(b) Risk measurement and management strategies

The Authority measures financial risk exposure using a variety of methods as follows:

Risk Exposure	Measurement	Risk management strategies
Credit risk	Ageing analysis	The Authority manages credit risk through the use of a <i>debtor management</i> strategy and related policies and procedures. Various actions, including enforcement activity and subsequent legal recovery may occur as the debts begin to age. Credit risk exposure, including the identification of any significant concentrations of risk, is monitored on a regular basis.
Liquidity risk	Sensitivity analysis	The Authority manages liquidity risk through its liquidity policy which ensures that sufficient cash reserves and liquid investments are maintained to meet obligations. Liquidity and cash requirements are monitored monthly and reported to the board on a quarterly basis. The Authority regularly reviews its liquidity management strategy to ensure that it has sufficient funds available to meet expected future obligations, whilst aiming to invest any excess cash above that required to meet liquidity needs in accordance with the Authority's Investment Policy Statement to achieve the performance objectives for the investment fund. This is achieved by ensuring that appropriate levels of cash are held within various accounts in accordance with the Authority's investment strategy so as to meet the expected liabilities.
Market risk	Price sensitivity analysis Interest rate sensitivity analysis	The Authority's Investment Policy Statement is reviewed regularly to ensure investment objectives are aligned with the Authority's strategic plan and that an appropriate asset allocation exists to give expected returns for given levels of risk over time. The Authority oversees these risks through receiving monthly and quarterly investment performance reports from QIC, detailing performance benchmarks and stated objectives. The Authority does not undertake any hedging in relation to interest risk.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

D2-3 CREDIT RISK DISCLOSURES

Credit risk management practices

The Authority is exposed to credit risk primarily through its receivables, which consist of levies due from employers operating within the community services industry. Credit risk represents the potential financial loss resulting from a counterparty failing to meet its contractual obligations.

The Authority considers a financial asset to be in default when it becomes 90 days past due. However, earlier indicators such as adverse financial information or insolvency proceedings may also trigger default classification. Receivables are considered impaired where there is objective evidence that the Authority will not be able to collect all amounts due according to the original terms. If the amount of debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

The Authority has included a loss allowance on trade receivables (Note C2).

Credit risk exposure

The maximum exposure to credit risk at balance date for trade receivables is the gross carrying amount of those assets. No collateral is held as security and there are no other credit enhancements relating to the Authority's receivables.

The Authority applies a provision matrix that incorporates historical default rates and forward-looking sector risk indicators to estimate expected credit losses. Individual receivables are written off when there are no reasonable expectations of recovery of those receivables.

The Authority has observed a rising trend in overdue receivables, particularly among employers with limited financial capacity. This observation is broadly consistent with national data, which indicates an increase in payment defaults over the past year. The Authority's expanded education and compliance activities, and the resultant retrospective levy returns, have also contributed to an increase in overdue receivables.

The following table represents the Authority's maximum exposure to credit risk based on statutory amounts and expected credit losses:

Ageing	2026			2025		
	Gross Receivables ¹ \$'000	Loss Rate %	Expected credit Losses \$'000	Gross Receivables ¹ \$'000	Loss Rate %	Expected Credit Losses \$'000
Current	314	1.91%	6	300	0.30%	1
1 to 30 days overdue	141	2.20%	3	159	1.70%	3
31 to 60 days overdue	86	2.66%	2	9	0.32%	-
61 to 90 days overdue	955	7.19%	69	857	6.98%	60
> 90 days overdue	3,578	10.96%	392	3,378	12.01%	406
Total	5,074		472	4,703		470

¹ Relates to trade debtors - Refer to Note C2 - Receivables.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

D2-3 CREDIT RISK DISCLOSURES (continued)

Receivables are written off when there is no reasonable expectation of recovery. Indicators of non-recoverability include prolonged delinquency, unsuccessful collection efforts, and formal insolvency proceedings against the debtor.

The movement in the allowance for impairment in respect of receivables during the financial year is as follows:

	2026 \$'000	2025 \$'000
Loss allowance as at 1 July	470	170
Increase in allowance recognised in operating result	600	300
Amounts written off during the year	(598)	-
Loss allowance as at 30 June	472	470

D2-4 LIQUIDITY RISK – CONTRACTUAL MATURITY OF FINANCIAL LIABILITIES

The following table sets out the liquidity risk of financial liabilities held by the Authority.

	2026	Contractual maturity			2025	Contractual maturity		
	Total	<1 year	1-5 years	>5 years	Total	<1 year	1-5 years	>5 years
Financial liabilities	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Payables	550	550	-	-	2,987	2,987	-	-

D2-5 MARKET RISK

The following market sensitivity analysis reflects the outcome to profit and loss if the unit price of the Authority's investment funds change by +/- 10% as at 30 June 2026 (2024-25: +/- 10%). These fluctuations are considered appropriate given the current world economic and market climate. The analysis considers a range of reasonably possible changes to key risk variables identified by QIC, including Australian and Global cash rates, Australian and Global share markets, currency exchange rates and private asset capitalisation rates. Assuming all other variables remain constant, the Authority would experience a surplus/(deficit) and corresponding equity increase/(decrease) of \$42 million (2024-25: \$30 million) in the event of +/- 10% fluctuation in investment markets.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

D2-5 MARKET RISK (continued)

The Authority's sensitivity to these possible changes is shown in the table below.

+ / - 10%	Carrying amount \$'000	2026 Market rate risk			
		- Sensitivity		+ Sensitivity	
		Profit \$'000	Equity \$'000	Profit \$'000	Equity \$'000
Financial Instruments					
QIC Investment Funds	420,380	(42,038)	(42,038)	42,038	42,038
Potential impact		(42,038)	(42,038)	42,038	42,038

+ / - 10%	Carrying amount \$'000	2025 Market rate risk			
		- Sensitivity		+ Sensitivity	
		Profit \$'000	Equity \$'000	Profit \$'000	Equity \$'000
Financial Instruments					
QIC Investment Funds	304,679	(30,468)	(30,468)	30,468	30,468
Potential impact		(30,468)	(30,468)	30,468	30,468

D3 CONTINGENCIES

As at 30 June 2026, there were no contingent assets or liabilities.

D4 EVENTS OCCURRING AFTER REPORTING DATE

There have been no events occurring after balance date which would materially affect the financial statements or disclosures.

D5 FUTURE IMPACT OF ACCOUNTING STANDARDS NOT YET EFFECTIVE

At the date of authorisation of the financial report, the expected impact of new and amended Australian Accounting Standards and Interpretations with future effective dates are either not applicable to the Authority's activities or have no material impact on the Authority.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

SECTION 5 OTHER INFORMATION

E1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES

Details of key management personnel

The following details for non-Ministerial KMP reflect those positions that had authority and responsibility for planning, directing and controlling the activities of the Authority during 2025-26 and 2024-25. Further information about these positions can be found in the body of the Annual Report under the section relating to the Board.

Position	Position Responsibility
Board Director	Commercial policy and management of the Authority
General Manager	Management of the Authority under direction of the Board
Executive Directors	Supporting the General Manager in the overall management of the Authority, with a focus on strategic planning, risk management, operational improvements, financial performance, corporate governance and the delivery of major projects.

The General Manager and Executive Directors are employed and paid by QLeave. QLeave recoups a share of these management costs from the Authority under a cost sharing agreement. Refer to Note B2-1 Supplies and Services.

KMP remuneration policies - Board Chair and Directors

Board members' remuneration is guided by the provisions of the *'Remuneration of Part-time Chairs and Members of Government Boards, Committees and Statutory Authorities'* issued by the Department of the Premier and Cabinet and paid in accordance with the remuneration assessment approved by Cabinet.

Remuneration expenses

The following disclosures focus on the expenses incurred by the Authority attributable to non-Ministerial KMP during the respective reporting periods. The amounts disclosed are determined on the same basis as expenses recognised in the statement of comprehensive income and represent board attendance fees, paid following each meeting attended.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

E1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES (continued)

Name	Position	Date of Term Commencement	2026	2025
			\$	\$
Ms Glenys Fisher ¹	Board Director - Chair	From 3/09/2020 to current	2,730	1,950
Ms Jennifer Cullen ¹	Board Director - Deputy Chair	From 3/09/2020 to current	1,650	840
Mr Matthew Gillett	Board Director - Employer Representative	From 16/03/2020 to current	900	1,800
Ms Carly Hanson	Board Director - Employer Representative	From 3/09/2020 to 12/07/2024	-	150
Ms Annette Schoone	Board Director - Employer Representative	From 16/03/2023 to 27/06/2025	-	1,500
Ms Heidi Cooper	Board Director - Employer Representative	From 04/12/2025 to current	600	-
Mr David Curd	Board Director - Employer Representative	From 04/12/2025 to current	1,200	-
Ms Rebecca Girard	Board Director - Worker Representative	From 3/09/2020 to current	900	2,100
Ms Justine Moran	Board Director - Worker Representative	From 3/09/2020 to current	1,650	2,100
Ms Cheri Taylor	Board Director - Worker Representative	From 03/09/2023 to current	1,200	1,200
Total remuneration			10,830	11,640

¹ Ms G Fisher and Ms J Cullen were paid directly for committee attendance. All other director payments were paid to their respective organisations.

Performance payments

No KMP remuneration packages provide for performance or bonus payments.

E2 RELATED PARTY TRANSACTIONS

Transactions with people/entities related to KMP

Apart from the details disclosed in these financial statements, no director has entered into a material contract with the Authority.

The terms and conditions of any transaction with directors and their related entities were no more favourable than those available, or which might reasonably be expected to be available, on similar transactions to non-director related entities on an arm's length basis.

From time to time, particular directors of the Authority may be required to comply with the *Community Services Industry (Portable Long Service Leave) Act 2020* in respect of payment of levies for their own business undertakings in community services work.

The levying of these charges is on the same terms and conditions as those entered into by other liable parties.

Community Services Industry (Portable Long Service Leave) Authority

Notes to Financial Statements

for the year ended 30 June 2026

E3 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN ACCOUNTING POLICY

Accounting standards early adopted

No Australian Accounting Standards have been early adopted for 2025-26.

Accounting standards applied for the first time

No Australian Accounting Standards or Interpretations that apply to the Authority for the first time in 2025-26 have any material impact on the financial statements.

E4 TAXATION

The activities of the Authority are exempt from Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST). GST is the only tax accounted for by the Authority. GST credits receivable from, and GST payable to the ATO, are recognised (refer to Note C2).

The collection of levies is not subject to GST.

E5 CLIMATE RISK DISCLOSURE

The State of Queensland, as the ultimate parent, provides information and resources on climate related strategies and actions accessible at <https://www.treasury.qld.gov.au/policies-and-programs/climate/>.

The Queensland Sustainability Report (QSR) outlines the Queensland Government's approach to managing key Environmental, Social and Governance (ESG) risks and opportunities, including governance structures, major commitments and policies, and how these risks and opportunities are measured, monitored and managed across government. The QSR is supported by comprehensive datasets and data dictionaries. The QSR is available via Queensland Treasury's website at <https://www.treasury.qld.gov.au/programs-and-policies/queensland-sustainability-report>.

Community Services Industry (Portable Long Service Leave) Authority

Management Certificate

for the year ended 30 June 2026

These general purpose financial statements have been prepared pursuant to section 62(1) 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 complied 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 Community Services Industry (Portable Long Service Leave) Authority for the financial year ended 30 June 2026 and of the financial position of the Authority at the end of that year.

We acknowledge responsibility under section 7 and section 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 year.



G Lennon
General Manager (Acting)
28 August 2026



G Fisher
Chair
28 August 2026

INDEPENDENT AUDITOR'S REPORT

To the Board of Community Services Industry (Portable Long Service Leave) Authority

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report of Community Services Industry (Portable Long Service Leave) Authority.

The financial report comprises the statement of financial position as at 30 June 2026, 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 material accounting policy information, and the management certificate.

In accordance with s. 40 of the *Auditor-General Act 2009*, for the year ended 30 June 2026:

- 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.
- c) In my opinion, the financial report:
 - i. gives a true and fair view of the entity's financial position as at 30 June 2026, and its financial performance and cash flows for the year then ended
 - ii. complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

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 (including independence standards)* (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.

Other information

Those charged with governance is responsible for the other information.

The other information comprises the information included in the entity's annual report for the year ended 30 June 2026, but does not include the financial report and our auditor's report thereon.

My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial report, my responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of the Board 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, and such internal control as they determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error
- the establishment and keeping of accounts in accordance with prescribed requirements
- 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 the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

www.auasb.gov.au/auditors_responsibilities/ar4.pdf

A further description of my responsibilities under the *Auditor-General Act 2009* and *Auditor-General Auditing Standards* is located at the Queensland Audit Office website at:

www.qao.qld.gov.au/audit-program/audit-standards

These descriptions form part of my auditor's report.



William Cunningham
as delegate of the Auditor-General

31 August 2026

Queensland Audit Office
Brisbane

Appendix 1 — Government bodies

Community Services Industry (Portable Long Service Leave) Authority Board	
Act or instrument	<i>Community Services Industry (Portable Long Service Leave) Act 2020</i>
Functions	The functions of the Community Services Industry (Portable Long Service Leave) Authority Board (the Board) include: • ensuring the Authority performs its functions in an appropriate, effective, and efficient way • performing any other functions given to the Board under the CSI Act or another Act.
Achievements	During 2025–26, the Board: • supported management and the organisation in ongoing review and improvement, including of culture change and business efficiency • reviewed the Investment Strategy and Investment Policy Statement and monitored the Authority’s investment in line with the Investment Policy Statement • monitored the actuarial position to ensure sufficiency of funds and adequacy of the levy rate • monitored performance against the Strategic Plan • ensured the Internal Audit Plan and associated frameworks appropriately monitored the internal controls, so they remain effective and adequate to minimise risk and that management address any findings and recommendations in a timely manner • ensured management addresses any findings and recommendations of the internal and external audit functions in a timely manner • endorsed the annual budget before seeking ministerial approval • reviewed the External Audit findings and recommendations and endorsed the financial statements for Queensland Audit Office (QAO) certification.
Financial reporting	The Board costs are set out below and are available in the Financial Statements.

Remuneration <i>NB: Daily fee is paid at 50% if the meeting/session was less than four (4) hours</i>					
Position	Name	Meetings/ sessions attendance	Approved annual, sessional, or daily fee	Approved fees for additional sessions/ workshops	Actual fees received
Chair	Glenys Fisher	9 out of 10	\$390 daily rate	\$390 daily rate	\$2,730
Deputy Chair	Jennifer Cullen	7 out of 9	\$300 daily rate	\$300 daily rate	\$1,650
Director	Matthew Gillett	3 out of 6	\$300 daily rate	\$300 daily rate	\$900
Director	David Curd	5 out of 5	\$300 daily rate	\$300 daily rate	\$1,200
Director	Heidi Cooper	3 out of 5	\$300 daily rate	\$300 daily rate	\$600
Director	Justine Moran	6 out of 6	\$300 daily rate	\$300 daily rate	\$1,650
Director	Rebecca Girard	3 out of 6	\$300 daily rate	\$300 daily rate	\$900
Director	Cheri Taylor	4 out of 6	\$300 daily rate	\$300 daily rate	\$1,200
No. scheduled meetings/ sessions	During 2025–26, ten (10) meetings / sessions were held which consisted of four (4) Board meetings and (for some Directors) six (6) sessions / workshops. Some of the additional sessions were not available to all Directors.				
Total out of pocket expenses	Nil (excluding GST) for reimbursement of member's travel (i.e. airfares, accommodation, mileage, and parking) costs.				

Appendix 2 — Compliance checklist

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 ii
Accessibility	Table of contents	ARRs – section 9.1	Page i
	Glossary	ARRs – section 9.1	Page 54
	Public availability	ARRs – section 9.2	Inside cover
	Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	Inside cover
	Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	Inside cover
	Information Licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5	Inside cover
General information	Introductory Information	ARRs – section 10	Page 1
Non-financial performance	Government’s objectives for the community and whole-of-government plans/specific initiatives	ARRs – section 11.1	Page 3
	Agency objectives and performance indicators	ARRs – section 11.2	Page 4
	Agency service areas and service standards	ARRs – section 11.3	Page 6
Financial performance	Summary of financial performance	ARRs – section 12.1	Page 15
Governance – management and structure	Organisational structure	ARRs – section 13.1	Page 7
	Executive management	ARRs – section 13.2	Page 7
	Government bodies (statutory bodies and other entities)	ARRs – section 13.3	Page 50
	Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	Refer BCI Authority Annual Report 2025–26
	Human Rights	<i>Human Rights Act 2019</i> ARRs – section 13.5	Page 12
	Queensland public service values	ARRs – section 13.6	Refer BCI Authority Annual Report 2025–26

Summary of requirement		Basis for requirement	Annual report reference
Governance – risk management and accountability	Risk management	ARRs – section 14.1	Page 13
	Audit committee	ARRs – section 14.2	N/A
	Internal audit	ARRs – section 14.3	Page 13
	External scrutiny	ARRs – section 14.4	Page 13
	Information systems and recordkeeping	ARRs – section 14.5	Page 13
	Information Security attestation	ARRs – section 14.6	Page 13
Governance – human resources	Strategic workforce planning and performance	ARRs – section 15.1	Page 14
	Early retirement, redundancy, and retrenchment	<i>Directive No.04/18 Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	Page 14
Open Data	Statement advising publication of information	ARRs – section 16	Inside cover
	Consultancies	ARRs – section 31.1	https://data.qld.gov.au
	Overseas travel	ARRs – section 31.2	https://data.qld.gov.au
	Queensland Language Services Policy	ARRs – section 31.3	https://data.qld.gov.au
	Charter of Victims' Rights	<i>VCSVRB Act 2024</i> ARRs – section 31.4	https://data.qld.gov.au
Financial statements	Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	Page 47
	Independent Auditor's Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	Page 48

Appendix 3 — Glossary

Reference	Definition
AASB	Australian Accounting Standards Board
Act	<i>Community Services Industry (Portable Long Service Leave) Act 2020</i>
AM	Member of the Order of Australia
ARRs	Annual report requirements for Queensland Government agencies
AIST	Australian Institute of Superannuation Trustees
ASX	Australian Securities Exchange
ATO	Australian Taxation Office
BCI	Building and Construction Industry
CARM	Culturally and racially marginalised
CCI	Contract Cleaning Industry
CEO	Chief Executive Officer
CRM	Customer Relationship Management
CSI	Community Services Industry
DEI	Diversity, Equity, and Inclusion
EDRMS	Electronic Document and Records Management System
FAA	<i>Financial Accountability Act 2009</i>
FPMS	<i>Financial and Performance Management Standard 2019</i>
FTE	Full-time Equivalent
FVTPL	Fair Value through Profit or Loss
GST	Goods and Services Tax
ICT	Information and Communications Technology
IP Act	<i>Information Privacy Act 2009</i>
IS18	Queensland Government <i>Information and cyber security policy</i>

Reference	Definition
ISMS	Information Security Management System
ISSN	International Standard Serial Number
KMP	Key Management Personnel
LSL	Long Service Leave
MS Qld	Multiple Sclerosis Queensland
OIC	Office of the Information Commissioner
PLSL	Portable long service leave
QAO	Queensland Audit Office
QIC	Queensland Investment Corporation
QGIF	Queensland Government Insurance Fund
QLeave	Trading name of the Building and Construction Industry (Portable Long Service Leave) Authority
QSA	Queensland State Archives
SELT	Senior Executive Leadership Team

Interstate Schemes

VICTORIA

Portable Long Service Leave Authority

195-229 Lyttleton Terrace
BENDIGO VIC 3550
Telephone: 1800 517 158
Email: enquiries@plsa.vic.gov.au
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NEW SOUTH WALES

Long Service Corporation

32 Mann Street
GOSFORD NSW 2250
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Email: info@longservice.nsw.gov.au
<https://www.nsw.gov.au/departments-and-agencies/long-service-corporation>

SOUTH AUSTRALIA

Portable Long Service Leave

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Email: admin@sapls-community.org.au
<https://sapls-community.org.au>

AUSTRALIAN CAPITAL TERRITORY

ACT Leave

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