



# Benefits at the RTA

## Contents

Your development	3
Diversity and Inclusion	5
Leave entitlements	6
Work/life balance	7
Health and wellbeing	8
Midtown Centre	9
Your financial security	10
Reward and Recognition	11

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**Disclaimer:** This summary of benefits is for eligible full and part time Residential Tenancies Authority (RTA) employees. Part time employees may receive the benefits on a pro rata basis. Please note that the benefits currently provided may be reviewed as circumstances change. The RTA reserves the right to amend or discontinue benefits referred to in this document at any time without prior notice. This document should not be viewed as a contract, warranty or guarantee of employment benefits. Where there is a conflict between this document and your employment contract with the RTA and/or RTA policies, your agreement and our policies will prevail.





## Your development

### Onboarding

At the RTA, we endeavour to provide all our new starters with a smooth transition into the organisation and their team. We do this through our induction program which includes the following:

- first week schedule
- meet and greets with team
- an orientation of our organisational structure
- building and office inductions
- online onboarding modules

Our comprehensive online onboarding modules provide new starters with a broad understanding of all things RTA. These modules inform and test employees on the following areas:

- RTA Code of Conduct
- Workplace Health and Safety
- Discrimination and Equal Employment Opportunity (EEO)
- Cyber Security Awareness
- Red Flag a Hot Issue
- Acceptable Use of ICT Facilities and Devices
- Managing Records and Information privacy
- Fraud and Corruption Awareness
- and more...

### Learning & Development Strategy (L&D Strategy)

The RTA's L&D strategy is designed to build and support our people's capability using the 70–20–10 model.

- 70% of learning is experiential, meaning staff experience on-the-job learning and development through:
  - day-to-day tasks
  - challenges
  - practice.
- 20% of learning is social, referring to exposure learning and developing with and through people from:
  - coaching
  - exploiting personal networks
  - other collaborative and cooperative actions.
- 10% of learning is formal, which refers to engaging in formal education to learn and develop through structured courses and programs.

### **(1) Learning Calendar**

Each year the Learning and Organisational Development (L&OD) team look at development needs based on trends across the organisation and launch a learning calendar to ensure everyone has the skills and knowledge they need to thrive in their role. This calendar outlines all training modules, events and performance reviews staff will complete each month.

### **(2) Skills Matrix**

The Skills Matrix helps our people understand the general knowledge and capabilities required across each classification level. This enables them to determine what general skills are required for their role, giving them the ability to assess gaps and determine focus areas for development to incorporate in their development plan. The matrix empowers staff to drive their career development at the RTA.

### **(3) Leadership Pipeline**

An RTA Leadership Pipeline has been developed in alignment with the Public Sector Commission (PSC) competency framework levels. The pipeline outlines learning strategies at each leadership level and uses a targeted approach to development.

### **(4) Training**

myPlace is the RTA's home of learning and performance. It is designed to be the central point for employees to build their skills, track their progress in learning, and ultimately enhance their work performance.

## **Internal development**

The RTA is committed to the development of our employees and we often engage staff in cross-training through secondments and higher duties. This provides our employees the opportunity to:

- increase their knowledge, skills and networks by working in different areas of the RTA
- enhance their career opportunities
- accelerate their professional development through overcoming new and challenging experiences.







## Diversity and Inclusion (D&I)

At the RTA, we are committed to fostering a diverse and inclusive workforce to ensure our people feel valued and respected. We want our employees to have access to equal opportunities in a workplace where talent is nurtured, and development opportunities are open to everyone.

The RTA supports our culturally diverse community across Queensland, and have implemented our own Diversity and Inclusion Strategy 2021–2024 to foster a diverse and inclusive workplace culture where:

- individual differences are encouraged and respected
- diverse skills and knowledge are valued and applied
- opportunities are available for all
- stakeholders are engaged actively and effectively
- the voices of the communities we represent are heard, valued, and respected.

### Diversity Council Australia membership

As part of this strategy, the RTA are proud members of the Diversity Council Australia (DCA) since January 2022. This DCA membership provides all RTA employees with access to:

- inspiring events: where you can explore the latest D&I topics and access a community of industry practitioners through live or on-demand video
- ask DCA: where DCA's team of experts provide valuable guidance on all D&I topics and activities
- knowledge programs: where you can be inspired via DCA's workshops, grounded in evidence-based research
- research & resources: where you can access cutting-edge Australian research and extensive members-only D&I resources.

### Better Together Committee

Additionally, the RTA's Better Together Committee helps educate and improve the diversity culture within the RTA.

The committee helps to improve RTA employees' understanding of diversity and inclusion in the workplace through lunch and learn sessions and by raising awareness through various events held throughout the year.



# Leave entitlements

All leave below is based on a full-time permanent or fixed-term employee.

## Recreation leave

- 20 days recreation leave per year
- One additional paid leave day over the Christmas closure period
- 17.5% leave loading payable as a lump sum in December each year
- Ability to take leave at half pay

## Personal/carers leave

- 10 days paid sick/carers leave per year for sickness or to care for household members

## Long service leave

- 13 weeks paid long service leave, payable after 10 continuous years of service
- Access to pro rata long service leave after seven years
- Ability to take leave at half pay

## Family leave

- Pre-natal or pre-adoption leave for appointments (available for both primary and secondary carers)
- 14 weeks of paid parental leave for primary carer
- One week of paid spousal leave for secondary carer
- Ability to take leave at half pay
- Option to take a combination of paid and unpaid leave
- The Australian Government Paid Parental Leave Scheme is offered in addition to RTA's paid family leave

## Domestic and family violence leave

The RTA is committed to providing a safe and healthy work environment to all employees and is further committed to supporting any employees impacted by domestic and family violence with several measures including paid leave where appropriate.

## Purchased leave

RTA employees have the option to purchase additional leave.

## Special leave

In emergency circumstances such as a pandemic or natural disaster, the RTA may make special leave available to staff.





## Work/life balance

The RTA understands that maintaining a healthy work/life balance can be difficult when working a professional job. For this reason, RTA staff may request the below flexible working arrangements to assist staff in creating a healthy work/life balance.

### Working from home

RTA staff are given the opportunity to work from home to help support them balance their work and personal lives.

### Compressed hours

Employees may request to work their total contracted hours over fewer working days to allow them shorter work weeks/fortnights across the year.

### Leave at half pay

RTA employees have the option to take their recreation leave at half pay for the benefit of doubling their time off.

### Flexible time off

Employees have the opportunity to accrue flexible time off for any additional hours worked over their contracted hours.

### Part time hours

For some employees, especially parents or students, full time work is not compatible with their lifestyle. RTA employees can apply to decrease their contracted hours to a more manageable amount.

### Flexible working hours

Depending on business requirements, employees have the opportunity to alter their start and finish times to cater to personal obligations.



## Health and wellbeing

The RTA's Health and Wellbeing Program has been designed around four key elements of wellbeing: physical, emotional, social and financial wellness. Below are some initiatives that are part of the Health and Wellbeing Program in 2022 which are offered to all employees.

### Skin checks

To support our staff in the Australian climate, all employees are offered an annual opportunity to receive a free skin check in the office.

### Massages

Our employees have the option to book in for an in office massage to boost their mental health and help them relax.

### Free fruit

Fruit boxes are delivered to the Midtown Centre office regularly to provide employees with a healthy snack.

### Influenza vaccination

The RTA provides all staff with a free voucher for redeeming a flu vaccination at a pharmacy convenient for them.

### Professional and personal seminars and webinars

The RTA wants to ensure that staff are motivated to lead a healthy lifestyle and be the best professional version of themselves. As such, RTA employees are offered the opportunity to attend a variety of webinars and seminars on numerous self-improvement/awareness topics.

### Fitness Passport

RTA staff can sign up for Fitness Passport, providing access to a wide range of fitness facilities close to the office and their home at a discounted price.

### Goodlife Health Club

RTA employees are offered discounted gym memberships at several Goodlife Health Clubs.

### Employee Assistance Program (EAP)

At the RTA, we understand that our staff can go through events in their life that can be overwhelming and difficult. As such, our staff's emotional wellbeing is important to us, so we ensure that all employees have access to professional and confidential counselling through an employee assistance program (EAP).

### Social club

The Social Club organises activities like lunches, drinks, celebrations and raffles during the year to promote a sense of community across the RTA by bringing staff together in a social environment.





## Midtown Centre

The RTA's office is located in the heart of Brisbane city, in Midtown Centre at 150 Mary Street. Midtown Centre is a modern building which is easily accessible via public transport, including trains, buses and ferries. The office is a short walk away from popular locations including the City Botanic Gardens, Eagle Street Pier and Queen Street Mall.

### Midtown Centre facilities

Midtown Centre opened in 2021 and offers a range of modern facilities including:

- a concierge area, where customers check-in before making their way to the RTA office
- end of trip facilities, including showers and a change room
- secure bike and scooter storage
- a downstairs laneway with coffee shops and eateries.

The RTA's modern office space includes:

- sit-stand desks and ergonomic office chairs
- dynamic workspaces (including a dedicated training room, collaboration spaces, and individual high-focus pods)
- individual lockers for staff
- modern kitchen facilities, with free tea and coffee making facilities and fresh fruit
- a variety of seating areas, including booths, tables, and leafy indoor and outdoor balconies
- views across the city
- vending machines.



## Your financial security

### Superannuation

Superannuation enables RTA employees to save for their retirement. RTA employees will receive 12.75% in employer superannuation contributions, regardless of your employee contribution.

### Seminars

The RTA is committed to educating employees about their super. We engage QSuper to provide our employees with the opportunity to learn more about how they can best prepare for retirement.

### Salary Packaging

Salary packaging enables RTA employees to pay for workplace benefits with pre-tax dollars, so that they can reduce their taxable income and increase their take home pay.





## Reward and Recognition

The RTA has implemented a Rewards and Recognition program in response to our business transformation journey. It is designed to recognise the outstanding service of our staff who continually dedicate themselves to improving the lives of renters, property managers and property owners in Queensland.

### Annual CEO and Values award

A celebratory event held annually to reward the peer-nominated winner who embodies and delivers RTA values.

### Service awards

Staff are rewarded for their services at the RTA at their 10, 15, 20 and 25 year anniversaries.

### Divisional awards

A quarterly event held within divisions to reward an employee who embodies the RTA values.

### Corporate events

RTA celebrations such as the annual Christmas party, project milestones and receipt of external awards.

### Life milestones

Recognises the significant life milestones of our employees.

### Feedback culture

A foundational program to build the RTA's desired culture and support our improved performance framework roll-out through regular feedback. The RTA will continue to build our feedback culture by recognising people's efforts, sharing successes and leveraging from the performance framework to have regular and meaningful conversations.