


Background

- 'Our story, our future' is the Queensland Government's Multicultural Policy (the Policy) promoting an inclusive, harmonious and united community for Queensland.
- The Policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – (1) achieving culturally responsive government, (2) supporting inclusive, harmonious and united communities and (3) improving economic opportunities.
- The Policy is being implemented through a three-year Queensland Multicultural Action Plan 2019–20 to 2021–22 (the Action Plan).
- The Policy and Action Plan are a requirement of the *Multicultural Recognition Act 2016* (the Act).
- Section 24 of the Act requires entities with actions in the Action Plan to report publicly on an annual basis. The report below fulfils this requirement for 2021–22 for the **Residential Tenancies Authority**.


Notes

- See page 11 of the [Queensland Multicultural Action Plan 2019–20 to 2021–22](#) for a list of government entities covered under 'All agencies'.
- Actions marked with the  symbol are broad actions with related agency sub-actions that can be viewed on the DCYJMA website [here](#). All sub-actions, where relevant, for the **Residential Tenancies Authority** have been listed in this template for ease of reporting.
- For the purposes of this report, all references to **diversity** within the Action Plan relate specifically to people from culturally and linguistically diverse backgrounds.

Priority area 1: Culturally responsive government

Outcomes:


- Improved knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable and diverse workforce

Action	Responsible agency	Timeframe	Progress status for 2021–22	Achievements and outcomes for people from culturally and linguistically diverse communities
Use diversity and customer experience data to inform and improve service design. 	Multiple agencies including RTA	2019–22		
<ul style="list-style-type: none"> • Utilise cultural and language diversity data to inform the RTA Customer Experience Strategy. 	RTA	2019–22	COMPLETED - for duration of Action Plan	The RTA's Customer Experience Strategy 2020–23 (CX Strategy) is based on insights gathered from customer research, surveys, metrics, and staff engagement. The RTA currently offers interpreter services and records metrics on how often this service is accessed.
<ul style="list-style-type: none"> • Develop a customer experience strategy to deliver accessible services to all members of the Queensland rental market, including people from culturally diverse backgrounds. 	RTA	2019–22	COMPLETED - for duration of Action Plan	<p>The development of the CX Strategy considered customers from culturally diverse backgrounds who access the RTA's services and identifies actions to enhance customer experience, including:</p> <ul style="list-style-type: none"> • identifying the barriers to accessing RTA services and ways to overcome them • translating Web Services forms into languages other than English • identifying culturally appropriate options for service provision to Aboriginal and Torres Strait Islander customers. <p>Processes have been implemented to support vulnerable customers to transact easier with the RTA, such as improving accessibility to the RTA's Web Services for customers, including improved access for people of culturally diverse backgrounds who may not have Australian issued identification.</p> <p>The RTA has reviewed its translation and interpreting service provider and has expanded the services available to customers as a result. This forms part of our commitment to diversity and inclusion to ensure the quality of service offered to all customers with language diversity receive the highest quality support. In 2022, the RTA also commenced development of a new CX plan, with the aim of providing differentiated and more customer-centric services and experiences for Queensland's renting community, in line with the RTA Strategic Plan 2022–26.</p>

Queensland Multicultural Policy 'Our story, our future'
Queensland Multicultural Action Plan 2019–20 to 2021–22

Annual Reporting for 2021–22
RESIDENTIAL TENANCIES AUTHORITY





Action	Responsible agency	Timeframe	Progress status for 2021–22	Achievements and outcomes for people from culturally and linguistically diverse communities
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities. 	All agencies	2019–22		
<ul style="list-style-type: none"> Increase cultural understanding and capability of staff through access to online learning modules. 	RTA	2019–22	COMPLETED - for duration of Action Plan	The Discrimination and Equal Employment Opportunity (EEO) learning module is mandatory for all RTA employees, with annual refreshers undertaken by all staff. The RTA's course catalogue also includes 'Closing the gap', 'Diversity in the workplace' and 'Cross-cultural communication' learning modules.
<ul style="list-style-type: none"> Promote and celebrate Multicultural Queensland Month and other multicultural events such as Harmony Day. 	RTA	2019–22	COMPLETED - for duration of Action Plan	Multicultural Queensland Month, NAIDOC week and Harmony Day are promoted through all-staff email communiques, staff events, rotators on staff intranet, office wallboards and information (including links to events, resources and how to get involved) published on the staff intranet.
Commit to increasing all forms of diversity on Queensland Government boards.	All agencies	2019–22	NA	The Board appointment process is managed by the Department of Communities, Housing and Digital Economy.

Priority area 2: Inclusive, harmonious and united communities

Outcomes:

- Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture
- Queenslanders celebrate our multicultural identity
- Connected and resilient communities
- A respectful and inclusive narrative about diversity

Action	Responsible agency	Timeframe	Progress status for 2021–22	Achievements and outcomes for people from culturally and linguistically diverse communities
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services. 	All agencies	2019–22		
<ul style="list-style-type: none"> • Create and deliver an internal communication plan to raise awareness about the Multicultural Queensland Charter. 	RTA	2019–22	COMPLETED - for duration of Action Plan	Promotion of the Multicultural Queensland Charter is incorporated into internal communications around milestone events e.g. Multicultural Queensland Month. The Charter is also promoted via the staff intranet.
<ul style="list-style-type: none"> • Include the Multicultural Queensland Charter in induction and annual refresher training programs for all staff. 	RTA	2019–22	COMPLETED - for duration of Action Plan	Updates were completed in January 2021 and annual refresher training rolled out to all staff.
<ul style="list-style-type: none"> • Update the quality review process to ensure the Multicultural Queensland Charter is considered in policy and procedure development. 	RTA	2019–22	COMPLETED - for duration of Action Plan	The RTA's Quality Procedure has been updated to include consideration of the Multicultural Queensland Charter, commitment to multiculturalism and a unified, harmonious and inclusive Queensland as part of the mandatory quality review process.
Sign up and participate in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign ¹ . 	All agencies	2019–22		
<ul style="list-style-type: none"> • Raise awareness about the agency's participation in the Australian Human Rights Commission <i>Racism. It stops with me</i> campaign through internal media channels. 	RTA	2019–22	COMPLETED - for duration of Action Plan	The RTA is registered as an official supporter of the national <i>Racism. It stops with me</i> campaign with the Australian Human Rights Commission. The RTA promoted its commitment to the campaign internally and externally.

¹ Specific sub-actions, where nominated by agencies, can be viewed on the web version of the *Queensland Multicultural Action Plan 2019–20 to 2021–22*.