

Queensland Multicultural Action Plan 2022–24

Annual Reporting for 2022–23

RESIDENTIAL TENANCIES AUTHORITY



KEY ACTION 2: Recruitment and workplace culture

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

- *Queensland gets the most benefit from our diversity and global connections*
- *Individuals are supported to participate in the economy.*
- *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.*

Agency activities supporting Key Action 2	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
The new <i>Public Sector Act 2022</i> introduced a significant component of diversity and inclusion in public sector recruitment practices. A new Directive was developed which applies to the RTA. This will help inform new practices and ways of recruiting to improve inclusive recruitment practices.	On track	<ul style="list-style-type: none"> • The RTA established a dedicated Talent Acquisition role to ensure oversight of recruitment including best practice processes and compliance with legislation. • This role has a budgeted FTE of one AO6. • The target audience is internal and external candidates, panel members, recruitment agencies and job advertising boards. • As the role was only recently established, reach and qualitative and quantitative evidence are yet to be determined.

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KEY ACTION 3: Culturally responsive services

Over the next two years, Queensland Government agencies will improve their cultural responsiveness by undertaking an **audit of critical areas of service delivery** (funded or directly delivered). As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 3	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Engage, where appropriate, with culturally and linguistically diverse clients and communities, seeking their feedback on access to services and how they can be improved.	On track	<ul style="list-style-type: none"> • The RTA changed interpreter service provider to increase language options available for our customers when accessing the RTA's Contact Centre, enhance customer services and reduce ongoing operational costs. • Customers can access a free interpreter service when they call the RTA's Contact Centre and the automated interactive voice response (IVR) service is activated, allowing customers to easily navigate the IVR to reach a customer service officer. This has resulted in a 315% increase in customers accessing interpreter services. • The Aboriginal and Torres Strait Islander staff member diversity target of 3% was met. • The RTA has continued partnering with specialised recruitment companies to identify candidates in recruitment processes from Aboriginal and Torres Strait Islander backgrounds. • These outcomes were achieved within existing budget allocations and will ensure the RTA are adequately supporting the one third of Queensland households who rent. • The target audience is staff and customers.
Continue to embed the RTA Better Together Committee to support all RTA teams to deliver on the Diversity and Inclusion Strategy 2021–2024.	On track	<ul style="list-style-type: none"> • Celebrated Harmony Week with a virtual lunch and learn to increase staff awareness and knowledge. • Recognised the Traditional Owners and Custodians of Country throughout Queensland by adding traditional First Nations place name plaques to our meeting rooms. • Promoted NAIDOC Week with a competition to win prizes designed and made by Indigenous artists. • Delivered an initial cultural safety training session for the Executive Leadership Team and Better Together Committee members. • Developed an Aboriginal and Torres Strait Islander People Action Plan for 2023–24. • The actions from the Diversity and Inclusion Strategy 2021–2024 delivered by the Better Together Committee help educate and improve the diversity culture within the RTA so that the RTA becomes an even more inclusive workplace. • These outcomes were achieved within existing budget allocations. • Target audience is all staff, the Executive Leadership Team and the RTA Board.

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KEY ACTION 4: Cultural diversity data

The Queensland Government will collect, analyse, and use **cultural diversity data** to improve service delivery and better meet customer needs. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 4	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Ensure the right systems are in place to collect diversity data.	On track	<ul style="list-style-type: none"> • The Working for Queensland survey, internal RTA Pulse staff survey, the RTA's Human Resources system, <i>Bond Lodgement</i> (Form 2) and <i>Dispute Resolution request</i> (Form 16) were all updated to include an optional section for staff and customers to disclose whether they identify as Aboriginal or Torres Strait Islander, are culturally and linguistically diverse, or live with a disability. • The additional data collected allows the RTA to better tailor services and provide the appropriate support. • Aboriginal or Torres Strait Islander staff members are available to conciliate disputes and assist customers from the same background to improve their customer experience. • Assistance options are provided ahead of conciliations or phone calls for customers who identify as English as their second language or living with a disability to ensure tailored and supportive customer services. • These outcomes were achieved within existing budget allocations. • The target audiences is staff and customers.

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KEY ACTION 6: Address racism and discrimination, and promote inclusion

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**. As per the Queensland Multicultural Policy, activities in this section should link to one or more of the following high-level outcomes:

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

Agency activities supporting Key Action 6	Progress status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds <i>Please provide commentary or dot points about achievements and outcomes, with reference to outputs, reach, budget, evidence of benefits, learnings and highlights.</i>
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.	On track	<ul style="list-style-type: none"> • The Working for Queensland survey information identified that the RTA needs to prioritise and focus on its relationship with Aboriginal and Torres Strait Islander employees. This was raised within the RTA's Better Together Committee and is the agreed priority for the committee over the next 12 months. • Mandatory cultural training has been arranged for all staff in March 2024. • Budget aligned to mandatory cultural training is approximately \$40,000. • Target audience is all staff, the Executive Leadership Team and the RTA Board. • Training has not yet been undertaken so qualitative and quantitative evidence cannot be supplied.
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity and inclusion.	Complete	<ul style="list-style-type: none"> • An optional online learning module has been released to all staff on cross-cultural communication. • The module was designed to provide a better understanding of cultural differences in communication styles, in order to create better working relations and more effective communication in our multicultural workplace. • These outcomes were achieved within existing budget allocations. • The target audience is all staff with an expected reach of over 200 people.