

Stakeholder Engagement Framework 2024–26

RTA strategic objectives

- Extend positive influence and impact in the rental sector
- Differentiated services and experiences

Intent

We engage with rental sector stakeholders in a consistent and objective way that reinforces our leading role in the sector as the regulator and body that provides bond management, tenancy and legislative information and education, dispute resolution services, and compliance and enforcement. We leverage stakeholder insights to improve our services and support our vision of renting that works for everyone, including Aboriginal and Torres Strait Islander peoples and other vulnerable customers. We partner in data-led and collaborative activities with sector stakeholders and make informed decisions to drive positive outcomes and experiences for customers across Queensland’s diverse renting community.

Engagement principles



Purposeful

We engage with stakeholders in a clear and consistent manner and with a legitimate purpose aligned to our role, ensuring that engagement is meaningful and mutually beneficial while maintaining customer privacy.



Proactive

We engage stakeholders at the right time with information they need, while proactively addressing changes in legislation, market dynamics, and sector trends to swiftly adapt and enhance the effectiveness of services for customers and to ensure compliance in the sector.



Collaborative

We embrace co-creation and collaboration as integral to engagement and prioritise strong relationships and actively respond to the unique needs of each stakeholder group to shape tailored solutions and outcomes for customers.



Accessible

We elevate diversity in our engagement and service delivery by considering the needs of vulnerable customers and those not affiliated with larger stakeholder organisations by adapting our approaches to ensure meaningful participation from all parts of the sector.

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Our sector



Our engagement approach

We engage in a way that considers our stakeholders based on their influence and level of engagement in the rental sector and with the RTA, and their interest and impact of outcomes at a project or activity level.

We consider how customers who may have cultural, language, technological, financial, or other challenges, or who live with a disability, can access our services.

Depending on the topic or activity, our engagement approach may be to:



inform stakeholders about our decisions or changes in a timely manner



consult with stakeholders to understand different perspectives before making our decisions



involve stakeholders actively and use their feedback to inform our decisions



collaborate with stakeholders in co-creation and joint decision-making, and work as partners to develop beneficial solutions to challenges.

Our engagement approach is informed by leading practice. We will strengthen our performance indicators and seek regular feedback from our stakeholders. We will adapt our approach to ensure our engagement remains relevant, is consistent with our principles, and continues to improve our customer service delivery and customer experience.

RTA Strategic Plan 2022–26

This Framework supports the delivery of the RTA Strategic Plan 2022–26 and contributes to achieving our vision of renting that works for everyone.

Acknowledgement

We respectfully acknowledge the Traditional Owners and Custodians of this country and their continuing connection with land, waters and culture. We pay our respects to all Traditional Owners and to Elders past, present and emerging.

Our commitment to human rights

We will respect, protect and promote human rights in our decision making and actions.