# 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**

Property management industry, advocacy and support organisations

Tenant and resident advice, advocacy and support organisations

Property owner advocacy and support organisations

Housing providers, including community housing, student accommodation, caravan parks and supported accommodation

Resident and body corporate managers

**Peak bodies** 

Homelessness and community support services

Minister for Housing, Local Government and Planning and Minister for Public Works

Government agencies

Customers

Tenants and residents
Property owners
Property managers

Education, training and research organisations

Department of Housing, Local Government, Planning and Public Works

Media

Government agencies

The renting community including Aboriginal and Torres Strait Islander people, people living with a disability, culturally and linguistically diverse people, people experiencing domestic and family violence, younger and older people, rural and remote people, people impacted by natural disasters, people seeking but unable to secure rental properties, and other vulnerable people

RTA Board and employees

**Suppliers and workplace partners** 

# 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

### 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.