

Focus area 1: Deliver culturally responsive services

The Queensland Government remains committed to ensuring all government initiatives and services, including funded services, are culturally responsive, accessible and inclusive of all people across Queensland.

| Agency actions supporting Focus area 1 | Progress/status for 2024–25 | Outcomes achieved for people from culturally and linguistically diverse backgrounds |
|---|--------------------------------|--|
| Develop a stakeholder engagement framework to enhance relationships with key multicultural organisations, government agencies and other stakeholders with relevant expertise and networks, with the aim of increasing engagement with customers from culturally and linguistically diverse communities. | Delivered | <ul style="list-style-type: none"> • Delivered the stakeholder engagement framework <ul style="list-style-type: none"> ○ A key action was to refresh formal engagement channels to be more inclusive. Culturally and linguistically diverse (CALD) communities have been represented on new stakeholder working groups by the Ethnic Communities Council of Queensland (ECCQ) who provided valuable insights and shared resources to enhance access to translation services. ○ With support from Multicultural Affairs Queensland, the RTA sent targeted invitations to Settlement Services International and Communitify Qld to participate in the working groups. • More than 3,000 customers used the RTA’s free interpreter services, requesting more than 50 different languages. • Provided targeted education sessions including through the University of Queensland student union to international students, and engaged with representatives of the Townsville Multicultural Support Group at a RTA Board stakeholder lunch. • These outcomes were achieved within existing budget allocations. |

Focus area 2: Drive diversity and inclusion across the public sector

A diverse and inclusive workforce that is representative of the community we serve is essential to ensuring we are a culturally responsive government.

| Agency actions supporting Focus area 2 | Progress/status for 2024–25 | Outcomes achieved for people from culturally and linguistically diverse backgrounds |
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| <p>All agencies action – Monitor data related to culturally and linguistically diverse employee representation and deliver strategies to achieve the whole-of-government target of 12% for employees who speak a language other than English at home.</p> | <p>Delivered</p> | <ul style="list-style-type: none"> • Data of CALD backgrounds for RTA employees was actively monitored through the payroll system. As at 30 June 2025 representation was 6.96%, over halfway to the whole-of-government target of 12%. • The approach to data collection was reviewed with positive uptake of data input in the payroll system from new starters and continued plans to work through issues in gaps in data of long-term employees who have not input data. • These outcomes were achieved within existing budget allocations. |
| <p>All agencies action – Monitor Working for Queensland survey results relevant to cultural diversity and inclusion and deliver strategies to improve inclusion for culturally and linguistically diverse employees, including Australian South Sea Islander peoples.</p> | <p>Delivered</p> | <ul style="list-style-type: none"> • The reported percentage of employees who spoke another language other than English at home was 16%. • The reported percentage of employees who use a language other than English with friends or the community was 21%. • The RTA’s Working for Queensland survey showed a positive response to the cultural safety of CALD employees in that: <ul style="list-style-type: none"> ○ My workgroup cares about the cultural safety of culturally and linguistically diverse colleagues was 84% positive. ○ I feel that my organisation provides a culturally safe work environment for employees from culturally and linguistically diverse backgrounds was 80% positive. I feel that my manager or supervisor takes responsibility for ensuring the cultural safety of employees from culturally and linguistically diverse backgrounds was 77% positive. • Diversity and inclusion initiatives and communications conducted including Harmony Week, NAIDOC week, Multicultural Queensland month and National Reconciliation Week. • Delivered the <i>2025 Equity and diversity audit report</i> providing a valuable opportunity to reflect on the RTA’s progress and renew the RTA’s commitment to meaningful actions. • These outcomes were achieved within existing budget allocations. |

Queensland multicultural action plan 2024–25 to 2026–27

2025–26 annual reporting
RESIDENTIAL TENANCIES AUTHORITY



| Agency actions supporting Focus area 2 | Progress/status for 2024–25 | Outcomes achieved for people from culturally and linguistically diverse backgrounds |
|--|--------------------------------|--|
| Partner with culturally diverse organisations to attract more diverse candidate pools during the recruitment process. | Not delivered | <ul style="list-style-type: none"> • Explored partnerships with culturally diverse organisations to improve the attraction of diverse candidate pools during recruitment. However, as the cost of pursuing these partnerships are not feasible within the RTA’s current budget and resources, the action is being discontinued. • However, the RTA is researching ways to improve RTA job postings to attract diverse candidate pools directly. • Partnered with TactiCall recruitment for all contact centre recruitment which provided an opportunity to request consideration of culturally diverse candidates, in line with the RTA’s commitment. |
| Deliver training to improve the cross-cultural capability of staff to better understand and meet the needs of culturally and linguistically diverse communities. | Delivered | <ul style="list-style-type: none"> • A cultural awareness learning suite was completed by all staff and included two modules: <ul style="list-style-type: none"> ○ Cultural awareness, diversity and communication ○ Aboriginal and Torres Strait Islander cultural awareness. • Key content around cultural awareness, diversity and communication were subsequently incorporated into the discrimination and equal employment opportunity mandatory training module to be completed by all staff annually. |

Focus area 4: Promote social cohesion

All Queenslanders have a responsibility to foster social cohesion in our communities. The Queensland Government will take action to respect and celebrate the contributions of Queenslanders from diverse backgrounds.

| Agency actions supporting Focus area 4 | Progress/status for 2024–25 | Outcomes achieved for people from culturally and linguistically diverse backgrounds |
|---|--------------------------------|--|
| <p>All agencies action – Take a strong stance against racism, and actively promote anti-racism messages to staff, clients and communities in line with each agency’s unique context.</p> | <p>Delivered</p> | <ul style="list-style-type: none"> • Promoted Multicultural Queensland Month including the Multicultural Queensland Charter and continued to be a proud supporter of the ‘Racism. It stops with me campaign’. • Promoted the key actions the RTA takes to support Queenslanders from diverse backgrounds through staff newsletters and intranet. • Supported the promotion of our dedicated RTA customer resources, services and activities outlined in Focus area 1 to support multicultural customers through RTA communication channels such as our website, social media, and newsletters (staff and customers). • These outcomes were achieved within existing budget allocations. |
| <p>Provide education and awareness for the residential rental sector to help prevent unlawful discrimination and racism, and direct customers to relevant agencies for support, such as the QHRC, given the RTA can only commence regulatory action in relation to non-compliance with the <i>Residential Tenancies and Rooming Accommodation Act 2008</i>.</p> | <p>Delivered</p> | <ul style="list-style-type: none"> • Published targeted information on the RTA website for individuals who believe they have been unlawfully discriminated against during the rental application process, including links and information about the role of the Queensland Human Rights Commission. This follows 1 May 2025 rental law changes to the application process for a residential tenancy or rooming accommodation. • Launched and grew an RTA Instagram account to help drive positive change in this space by promoting best-practice information and resources about tenancy rights and responsibilities and legislative changes. • These outcomes were achieved within existing budget allocations. |