

Residential Tenancies Authority Strategic Plan 2026–30



Our vision
Renting that works



Our purpose
We deliver service excellence and regulatory confidence to strengthen the sector



Our opportunities

RTA values

Stronger together • Own it • We care • Be curious

Our objectives



Service excellence

Deliver high quality, consistent, and accessible services



Strong foundations

Support the sector as a secure, adaptable and sustainable business



Empowered people

Embed a high-performance culture where our people can be their best



Collaborate for impact

Educate and collaborate to create stability and certainty in the community

Strategies

- Improve service and information quality across all channels.
- Strengthen our customer first service model that improves experience and accessibility.
- Optimise digital solutions that improve how customers and stakeholders use and engage with our services.
- Uplift service performance through planning, reporting and quality assurance.
- Enhance the voice of customer to drive continuous improvement.

- Mature risk, governance and compliance practices to proactively reduce potential for harm.
- Improve data collection to strengthen insights.
- Enhance our use of data to be risk informed and drive regulatory outcomes.
- Drive financial sustainability through delivery of efficiencies and effective outcomes.
- Adopt agile and contemporary security approaches that evolve with emerging risks.

- Support our people to build a workplace where excellence, trust and belonging thrive.
- Embed enterprise-first ways of working that enable decision-making and delivery of quality outcomes.
- Drive performance by strengthening accountability, aligning priorities, and continually refining how we work.
- Enable our people to simplify internal processes, creating capacity to thrive and innovate.
- Enhance organisational resilience and adaptability through a unified culture and leadership.

- Enhance proactive stakeholder engagement to reinforce understanding, skills and capability to build sector confidence.
- Partner with stakeholders to deliver accessible and tailored communication and education activities that support the rental sector.
- Foster strong relationships across government to deliver joint priorities and regulatory improvements.

Performance indicators

- Percentage of customers satisfied with our services.
- Percentage of conciliated disputes resolved.
- Maintain levels of customers using digital service channels.

- Operational and financial performance achieves targets.
- Deliver Regulator Performance Framework report objectives.

- Working for Queensland survey:
 - percentage of staff identifying their alignment with our values
 - staff engagement score.
- Overall staff retention rate.

- Percentage of stakeholders satisfied with engagement activities.
- Percentage increase in website visits.

Queensland Government's objectives for the community

The RTA delivers *service excellence* and *empowered people* to contribute to **a better lifestyle through a stronger economy**. The RTA builds *strong foundations* and *collaborates for impact* to contribute to **a plan for Queensland's future**.

Our commitment to human rights

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

Acknowledgement

We respectfully acknowledge the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work.

[Read about our Indigenous artwork](#)

- Position the RTA as a trusted authority to enable sector improvement through proactive education and collaboration.
- Strengthen digital capability to enable innovation, improve customer outcomes and increase productivity.
- Leverage data and stakeholder insights to enhance market intelligence and strengthen engagement across Queensland's rental sector.
- Create a resilient, high-performance culture where staff are supported to thrive and build future-ready skills.
- Strengthen industry relationships to collaborate on sector development and drive positive renting outcomes across Queensland.



Our risks

- **Sector dynamics:** Alignment of the RTA service delivery model to emerging housing market dynamics, legislative requirements and stakeholder priorities.
- **Service delivery:** Alignment of services to strategic objectives, legislative obligations and customer needs to ensure consistency in customer outcomes and stakeholder confidence.
- **Technology and security:** Investment in the maintenance and safeguarding of systems to ensure information security, reliability and availability.
- **Workforce:** Attraction, development and retention of talent and critical skills to achieve organisational performance and maintain the capability to deliver strategic outcomes.
- **Finance:** Resource and financial discipline to efficiently operate within funding parameters necessary for achievement of performance objectives and future investment in capability and service improvements.

Current as at July 2026