

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 2025–26	Targeted inclusion of CALD cohort	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	No	- Implemented the stakeholder engagement framework in 2024–25. - Received 3,089 calls requiring an interpreter for CALD customers (a 10.8% decrease since 2024–25), requesting 53 different languages. - A new provider was engaged to deliver interpreter services and can translate over 250 languages. - Gathered insights from CALD stakeholders to increase understanding and identify opportunities to enhance customer service and communication with vulnerable customers. Insights were shared across the RTA to provide tips for connecting with multicultural customers.

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 2025–26	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
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.	Delivered	Yes	- Representation was 6.8%, more than half of the whole-of-government target of 12% (a decrease of 0.1% compared to 2024–25). - Reviewed data collection methods to support the disclosure of diversity data, including working through issues in gaps of long-term employees who have not provided data.
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.	Ongoing	No	- The reported percentage of employees who spoke a language other than English at home was 13%. - The reported percentage of employees who use a language other than English with friends or the community was 14%. - The RTA's Working for Queensland survey showed a positive response to the cultural safety of CALD employees in that: - In my organisation employees at all levels display accountability for ensuring the cultural safe work environment for employees from culturally or linguistically diverse backgrounds was 66% positive. - My manager or supervisor displays accountability for ensuring the cultural safety of employees from culturally and linguistically diverse backgrounds was 65% positive. - My workgroup proactively discusses strategies to ensure the cultural safety of culturally and linguistically diverse colleagues was 59% positive. - Diversity and inclusion initiatives and communications conducted for a range of events, including Harmony Week, NAIDOC Week and National Reconciliation Week. - Published the <i>RTA equity and diversity action plan 2025–26</i>, taking into consideration, findings from the 2025 equity and diversity audit report.

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 2025–26	Targeted inclusion of CALD cohort	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	No	Despite significantly lower recruitment activity across the organisation, the RTA continued to deepen its partnership with its recruitment partner that understands and supports the RTA's commitment to diversity. The recruiter embeds inclusive practices into its sourcing and assessment processes to support fair and equitable consideration of candidates from culturally diverse backgrounds. This partnership has helped maintain diverse candidate representation in recruitment processes and reinforces the RTA's commitment to building a workforce that reflects the diversity of the Queensland community.
Deliver training to improve the cross-cultural capability of staff to better understand and meet the needs of culturally and linguistically diverse communities.	Delivered	No	- Cultural awareness training continues to be embedded in the RTA's compliance training program. - All staff completed Aboriginal and Torres Strait Islander cultural awareness training when they joined the RTA, while cultural awareness, diversity and communication content continues to be included in the annual discrimination and equal employment opportunity training. - These initiatives support staff to strengthen their cultural capability and deliver inclusive services to CALD communities.

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 2025–26	Targeted inclusion of CALD cohort	Outcomes achieved for people from culturally and linguistically diverse backgrounds
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.	Delivered	No	- 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 its website, social media and newsletters (staff and customers). - To mark Multicultural Queensland Month, a web article and posts on the RTA’s LinkedIn and Instagram channels were published about RTA interpreter service and translated resources, including the option to access an interpreter as part of the RTA’s free dispute resolution service. The article was shared in the RTA’s subscriber e-newsletter and had 231 views, with the social media posts recording 3,675 views.
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> .	Delivered	No	- Following stakeholder feedback about low awareness of government interpreter services among property managers, the RTA worked with the Real Estate Institute of Queensland (REIQ) to publish an article on its website about the Commonwealth-funded Free Interpreting Service that can be used by property managers to help them communicate with tenants. The article also covered the Ethnic Communities Council of Queensland and Settlement Services International’s free working with interpreters e-learning course and RTA interpreter services. The article was shared in the REIQ e-newsletter sent to all members. The article was republished on RTA website and had 373 views. - Refreshed the rental application process webpage, providing additional visibility of its practical discrimination in accommodation information in more places across the RTA website.