

Multicultural Strategy 2017–19

The Residential Tenancies Authority (RTA) is committed to providing culturally diverse and culturally appropriate services to Queenslanders and Queensland as a whole. We recognise and embrace diversity and continue to recognise it in the delivery of services to our culturally diverse clients.

About Us

The RTA provides tenancy information, bond management, dispute resolution, investigation, policy and education services.

The RTA's *Strategic Plan 2017-21* sets out our future direction and the steps we will take to achieve our vision, '*Renting that works for everyone*'. It contains four strategic objectives:

- enhance client service
- lean systems
- adaptive people
- business sustainability.

The RTA has always provided services to clients from culturally diverse backgrounds; however, there is a need to continue to be more innovative and continually improve, while acknowledging and building on what currently works well.

Client Service Charter

Our Client service charter is our commitment to providing services that are tailored to the individual needs of our clients. The service charter lets all clients know what they can expect when they come into contact with the RTA.

Our multicultural objective

To ensure our services are responsive to the needs of our culturally diverse clients.

This objective is consistent with the Queensland Government's multicultural policy.

Our promise to clients

To provide clients with the best service possible, we are committed to:

- Valuing and protecting the personal information given to us.
- Working together and supporting clients to resolve their tenancy issue/s.
- Providing clients with complete, timely and accurate information.
- Understanding client needs by undertaking client research and engaging with stakeholders.
- Enabling clients to provide feedback easily to improve our service.

Our key challenges

The RTA faces a number of challenges that need to be considered in the context of delivering services to a culturally diverse client base. These challenges include:

- Ensuring that our services are accessible to an increasingly diverse population.
- Ensuring we continue to take into account international students in the way we deliver services.
- Ensuring the needs of our culturally diverse clients are considered in the development of any new systems.
- Continuing to work effectively with our stakeholders on rental issues facing our culturally diverse clients; for example, discrimination in the private rental market.

Our service offer to the Multicultural Policy

Included as part of the *Queensland Multicultural Action Plan (2016-19)*, are our actions that outline the services, programs and strategies we currently provide, together with activities that we will continue to implement to enhance and improve our services specifically under two priority themes.

Culturally responsive

We:

- Provide interpreter services.
- Developed a multicultural strategy that aligns with the Queensland Government multicultural charter, policy and action plan.
- Support staff to attend multicultural awareness training on the multicultural charter, policy and action plan
- Build staff capability on their engagement with people from culturally and linguistically diverse backgrounds.
- Support the promotion of the multicultural charter, policy and action plan by providing resources and including relevant messaging in relevant industry forums and stakeholder engagement activities.
- Encourage bilingual staff to apply for employment opportunities to meet the ongoing needs of our diverse client base.

Inclusive, harmonious and united communities

We:

- Celebrate events that promote cultural respect, further understanding of cultural values, increase awareness of culturally diverse client issues and promote anti-racism.
- Conduct regular meetings with peak multicultural representatives to discuss rental issues.

By focusing on the actions listed in our multicultural action plan, the RTA supports equality of opportunity for all Queenslanders, and harnesses the remarkable benefits cultural diversity offers.