

### Background

- ‘Our story, our future’ is the Queensland Government’s multicultural policy promoting an inclusive, harmonious and united community for Queensland. The policy focuses Queensland Government action on three policy priorities for culturally diverse communities and Queensland as a whole – achieving culturally responsive government; supporting inclusive, harmonious and united communities; and improving economic opportunities.
- The policy is being implemented through a three year Queensland Multicultural Action Plan 2016-17 – 2018-19.
- The policy and action plan are a requirement of the *Multicultural Recognition Act 2016* (the Act) and represent one of three key provisions of the Act – together with establishing the Multicultural Queensland Charter and Multicultural Queensland Advisory Council.
- Section 24 of the Act requires entities with actions in the action plan to report publicly on an annual basis. The attached report fulfils this requirement for **Residential Tenancies Authority**.

### Priority area 1: Culturally responsive government

Outcome	Action	Lead agency	Timeframe	Progress status	Progress/achievements/outcomes for culturally diverse Queenslanders
<b>Culturally capable services and programs</b>	Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.	DET DTMR QH RTA SLQ	2016–19	<ul style="list-style-type: none"> <li>• On track</li> </ul>	<ul style="list-style-type: none"> <li>• MyPlace course on Diversity in the Workplace created (voluntary)</li> <li>• Multicultural awareness presentation rolled out in Service Delivery Divisional meetings in November 2017</li> </ul>
	Undertake user experience testing when developing new online tenancy services and conduct a satisfaction survey for clients and community organisations to assist with engagement strategies.	RTA	2016–19	<ul style="list-style-type: none"> <li>• Yet to commence</li> </ul>	<ul style="list-style-type: none"> <li>• Online tenancy service is on hold.</li> </ul>
	Develop a new multicultural agency-specific strategy aligned to the Multicultural Queensland Charter, policy and action plan.	RTA	By end 2018	<ul style="list-style-type: none"> <li>• Completed</li> </ul>	<ul style="list-style-type: none"> <li>• Strategy has been developed</li> </ul>
<b>A productive, culturally capable and diverse workforce</b>	Review recruitment strategies to include employment of bilingual and multilingual staff to support the needs of clients from culturally diverse backgrounds.	RTA	2016–17	<ul style="list-style-type: none"> <li>• Completed</li> </ul>	<ul style="list-style-type: none"> <li>• Recruitment &amp; Selection Policy updated</li> </ul>

### Priority area 2: Inclusive, harmonious and united communities

Outcome	Action	Lead agency	Timeframe	Progress status	Progress/achievements/outcomes for culturally diverse Queenslanders
<b>Queenslanders celebrate our multicultural identity</b>	Celebrate events that promote cultural respect and understanding, increase awareness of Queensland’s multicultural identity and address racism.	DSITI RTA DET	2016–19	<ul style="list-style-type: none"> <li>• On track</li> </ul>	<ul style="list-style-type: none"> <li>• NAIDOC celebrated</li> <li>• QLD Multicultural Month promoted</li> </ul>
<b>A respectful and inclusive narrative about diversity</b>	Use industry forums and stakeholder engagement activities to promote the Multicultural Queensland Charter including addressing discrimination in the private rental market.	RTA	2016–19	<ul style="list-style-type: none"> <li>• On track</li> </ul>	<ul style="list-style-type: none"> <li>• Has been incorporated into the RTA’s education plan.</li> </ul>