Background

- 'Our story, our future' is the Queensland Government's Multicultural Policy (the 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 – (1) achieving culturally responsive government, (2) supporting inclusive, harmonious and united communities and (3) improving economic opportunities.

- The Queensland Multicultural Action Plan 2019-20 to 2021-22 (the Action Plan) is the second Multicultural Action Plan released under *Multicultural Recognition Act 2016* (the Act). It builds on outcomes achieved under the first Multicultural Action Plan, and will continue to drive Queensland Government action to support an environment of opportunity and achieve improved social and economic outcomes for people from culturally diverse backgrounds.

- The Policy and Action Plan are a requirement of the Act and represent one of three key provisions of the Act, together with establishment of 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 report below fulfils this requirement for 2019-20 for the Residential Tenancies Authority.

Notes

- The list of Government entities covered under 'All agencies' is provided on page 11 of the Queensland Multicultural Action Plan 2019-20 to 2021-22.

- Actions marked with the symbol are broad actions with related agency sub-actions that can be viewed online at www.dlgrma.qld.gov.au, (i) click on 'Multicultural Affairs', (ii) click on 'Queensland Government Multicultural Policy and Action Plan'. All sub-actions, where relevant, for the Residential Tenancies Authority (RTA) have been listed in this template for ease of reporting.

- The Policy and Action Plan support priorities set out in the Government's objectives for the community, Our Future State: Advancing Queensland's Priorities. These priorities are:

  Be a responsive government   Keep Queenslanders healthy   Create jobs in a strong economy   Give all our children a great start

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Priority area 1: Culturally responsive government

Outcomes

- Improve knowledge about customers' diversity
- Culturally capable services and programs
- A productive, culturally capable and diverse workforce

Action		AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Use diversity and customer experience data to inform and improve service design.	🌐	🏛	Multiple agencies, including RTA	2019–22		
Utilise cultural and language diversity data to inform the RTA Customer Experience Strategy.		🏛	RTA	2019–22	Completed	The RTA's Customer Experience Strategy 2020 – 2023 (CX Strategy) is based on insights gathered from customer research, surveys, metrics, and staff engagement.
Develop a customer experience strategy to deliver accessible services to all members of the Queensland rental market, including people from culturally diverse backgrounds.		🏛	RTA	2019–22	On track	The development of the CX Strategy considered customers from culturally diverse backgrounds who access the RTA's services and identifies actions to enhance customer experience, including: • Identifying the barriers to accessing RTA services and ways to overcome them • Translating Web Services forms into languages other than English, and; • Identifying culturally appropriate options for service provision to Aboriginal and Torres Strait Islander customers.
Increase cultural understanding and capability of staff by providing access to events, training and development opportunities.	🌐	🏛	All agencies	2019–22		
Increase cultural understanding and capability of staff through access to online learning modules.		🏛	RTA	2019–22	On track	New Customer Experience Officers are provided with training when commencing employment with the RTA, including information about interpreter services and information for customers from culturally diverse backgrounds including forms & fact sheets. Resources yet to be developed include: • A work instruction for accessing interpreter service options, and; • Information on the Multicultural Queensland Charter to be assessed and included within the RTA's existing online learning platform.
Promote and celebrate Multicultural Queensland Month and other multicultural events such as Harmony Day.		🏛	RTA	2019–22	On track	The RTA celebrates multicultural events through its Health and Wellbeing program annually.
Commit to increasing all forms of diversity on Queensland Government boards.		🏛	All agencies	2019–22	N/A	The Board appointment process is managed by the Department of Housing and Public Works.

Priority area 2: Inclusive, harmonious and united communities

Outcomes

- Recognition and respect for Aboriginal and Torres Strait Islander heritage and culture
- Queenslanders celebrate our multicultural identity
- Connected and resilient communities
- A respectful and inclusive narrative about diversity

Action	AQP	Responsible agency	Timeframe	Progress status for 2019-20	Achievements and outcomes for people from culturally and linguistically diverse communities
Promote the Multicultural Queensland Charter to government agency staff and consider its principles when developing policies or providing services.		All agencies	2019–22		
Create and deliver an internal communication plan to raise awareness about the Multicultural Queensland Charter.		RTA	2019–22	On track	• Principles of the Multicultural Queensland Charter are incorporated throughout internal RTA communications generally • Specific internal communications have been developed around multicultural events and milestones including Harmony Day and NAIDOC, and; • Dedicated resources relating to the Multicultural Queensland Charter will be made available on the RTA intranet.
Include the Multicultural Queensland Charter in induction and annual refresher training programs for all staff.		RTA	2019–22	Yet to commence	• Transactional training pack to be expanded to include an overview of the Multicultural Queensland Charter, and; • Information on the Multicultural Queensland Charter to be assessed and included within the RTA's online learning platform.
Update the quality review process to ensure the Multicultural Queensland Charter is considered in policy and procedure development.		RTA	2019–22	On track	The Quality procedure provides direction on the principal considerations and process for developing, reviewing and approving of policies, procedures and work instructions within the RTA. This procedure includes consideration of and reference to the Multicultural Queensland Charter.
Sign up and participate in the Australian Human Rights Commission *Racism. It stops with me* campaign.		All agencies	2019–22		
Raise awareness about the agency's participation in the Australian Human Rights Commission *Racism. It stops with me* campaign through internal media channels.		RTA	2019–22	On track	• Incorporate campaign collateral into RTA communication toolkits for leaders, and; • Highlight agency's participation through scheduled RTA internal communications.