

## TERMS OF REFERENCE

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### Background

The Residential Tenancies Authority (RTA) is committed to engaging with the Queensland residential rental sector in a consistent and objective way that reinforces its leading role as the regulator and body that provides bond management, tenancy and legislative information and education, dispute resolution services, and compliance and enforcement.

The RTA's [Stakeholder Engagement Framework 2024-26](#) was developed in consultation with stakeholders to address the diverse needs and perspectives of the rental sector. The framework, which was released in September 2024, sets out the engagement principles and approach that the RTA will use to work with stakeholders to improve service delivery and drive positive outcomes and experiences for customers.

The RTA has confirmed new arrangements for stakeholder engagement from 2025 to ensure consistency with the framework. This includes three working groups and a cross-sector forum in addition to individual meetings, engagement and collaboration with stakeholders on priority issues or projects.

### Purpose

The purpose of the stakeholder working groups is to facilitate mutual understanding of emerging issues and challenges and to identify operational improvements for service delivery and collaboration, with the aim of helping the RTA to deliver improved customer services.

### Meetings

There are three working groups, which will meet according to the following schedule. Information may be shared with participants between working group meetings for noting or feedback.

Working group	Meeting schedule for 2025
Managing parties including property managers and property owners	9-10am Thursday 6 February 9-10:30am Tuesday 10 June* 9-10am Tuesday 28 October
Tenants and the rental community, including support services	9-10am Tuesday 4 February 9-10:30am Tuesday 10 June* 9-10am Thursday 30 October
Enhanced communication and education for the Queensland rental sector	9-10am Wednesday 12 February 9-10am Thursday 26 June 9-10am Tuesday 11 November

\* *Combined meeting of the working groups for managing parties and tenants and the rental community*

Priorities for discussion will be:

- emerging and current challenges and issues
- opportunities for improvement and collaboration
- reviewing current activities and planning for upcoming priorities

The RTA will hold working group meetings as a videoconference/teleconference using Microsoft Teams, which is accessible from an app or internet browser with a link, or by dialing a provided telephone number.

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### Participation

All stakeholder organisations that engage with the RTA and its customers or have an interest in the Queensland rental sector are invited to participate in the working groups. Interested participants are asked to complete [this short stakeholder survey](#).

A limit of no more than two representatives on a working group from a stakeholder organisation is requested to ensure that a broad range of perspectives can be heard.

Participants may nominate another representative to attend a working group meeting, with prior notice to the RTA.

RTA customers who have expressed an interest in being involved or consulted as part of the RTA's engagement approach may also be invited to participate in the working groups.

Staff from the RTA will also attend working group meetings.

### Roles and responsibilities

The RTA recognises that the working groups will be most effective if there is a high level of trust between participants and a willingness to provide insights in an open, constructive and timely manner.

Participants are requested to:

- Provide constructive advice and feedback during and between meetings using their knowledge, skills and/or industry experience
- Be willing to work collaboratively in the interests of the Queensland rental sector
- Respect the opinions and confidentiality of other members
- If requested by the RTA, respect the confidentiality of information provided and not distribute or comment on matters discussed

To support the working groups, the RTA will also:

- Facilitate discussion at working group meetings
- Seek to ensure participation is representative of the Queensland rental sector
- Circulate information to and between working group participants in a timely and accessible manner
- Share information with the RTA Board and Executive and working group participants on discussions and outcomes
- Seek feedback from participants to ensure that working groups are facilitated in a way that is consistent with the Stakeholder Engagement Framework and engagement principles (purposeful, proactive, collaborative, accessible)
- Review the Terms of Reference in consultation with participants

### Further information

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