

Priority area 1: Culturally responsive government

Outcomes

Improved knowledge about customers' diversity

Culturally capable services and programs

A productive, culturally capable and diverse workforce

Culturally capable services and programs

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Ensure the cultural capability of staff by providing opportunities for training in cultural awareness and working with interpreters.	DESBT DTMR QH RTA SLQ DoE	2016–19	Completed	RTA staff undertake mandatory anti-discrimination training every 12 months, with 100% completion required. Diversity in the workplace training modules introduced in 2017. RTA customers and staff have access to interpreters through TIS. Work instructions and training materials are available to RTA staff on how to access and refer customers to this service.
Undertake user experience testing when developing new online tenancy services and conduct a satisfaction survey for customers and community organisations to assist with engagement strategies.	RTA	2016–19	Partially Completed	RTA engaged with the sector in the development of the RTA's new Bond Lodgement Web Service, seeking feedback and satisfaction on the useability of the digital form. Satisfaction survey not yet developed. This is to be considered post implementation.
Develop a new multicultural agency-specific strategy aligned to the Multicultural Queensland Charter, policy and action plan.	RTA	2016–19	<i>Completed and reported on in 2017–18 period.</i>	

A productive, culturally capable and diverse workforce

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Review recruitment strategies to include employment of bilingual and multilingual staff to support the needs of customers from culturally diverse backgrounds	RTA	2016–17	<i>Completed and reported on in 2016–17 period</i>	

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

Queenslanders celebrate our multicultural identity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Celebrate events that promote cultural respect and understanding, increase awareness of Queensland's multicultural identity and address racism.	DESBT RTA DES DITID DoE	2016–19	Completed	<p>Promoted NAIDOC Week across the RTA with teams celebrating with morning tea.</p> <p>The RTA staff intranet promoted links to NAIDOC specific events occurring in Brisbane and surrounds through July. There was additional information that staff could access that educated them on the traditional languages of the Aboriginal and Torres Strait Islander people.</p> <p>Two Human Resources representatives attended an information seminar created to educate recruiters and HR professionals on culturally sensitive and appropriate recruitment practices. The information learned has been reflected in the revision of the Recruitment and Selection Guidelines 2019.</p>

A respectful and inclusive narrative about diversity

Action	Lead	Timeframe	Progress status	Achievements and outcomes
Use industry forums and stakeholder engagement activities to promote the Multicultural Queensland Charter including addressing discrimination in the private rental market	RTA	2016–19	Partially completed	<p>The Communication & Education team ran information stands at the Chinese Community Forum (6 July) and at the NAIDOC Family Fun Day (12 July).</p> <p>Department of Housing representatives presented to the RTA Stakeholder Forum on the Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023 on 19 September 2019.</p>