

Our vision

Renting that works
for everyone

Our values

One team – We are professional, respectful and work together with a shared goal

Deliver – We make impartial decisions and own the outcome

Listen – We provide responsive, targeted client services

Innovate – We are adaptable, flexible and embrace change

Our purpose

Empowering people to understand and comply with rental market regulations

Our functions

We support the sector and deliver high quality client services by:

- providing residential tenancy information and community education
- managing rental bonds
- resolving tenancy disputes
- engaging with stakeholders
- monitoring sector data and conducting research
- providing policy advice to the Minister about the residential tenancy sector and the operation of the *Residential Tenancies and Rooming Accommodation Act 2008*
- ensuring compliance with Queensland residential tenancy legislation.

Our commitment to the Queensland Government's objectives for the community

The RTA supports the government's objectives for the community *Our Future State: Advancing Queensland's Priorities* to be a responsive government by providing targeted services that meet our clients' needs and balance the rights and responsibilities of all stakeholders in Queensland's residential rental sector.

Our risks

We manage key risks that may affect our ability to achieve our vision and purpose. Mitigation strategies are in place to manage risks that relate to our:

- client satisfaction – effectiveness of client service levels and ability to provide service delivery channels that meet the needs of the sector
- business systems – ensuring cost effective systems and streamlined processes enable increased service delivery
- financial management – effectiveness of policies and procedures to ensure investment returns are achieved and expenditure is managed appropriately
- stakeholder engagement – education strategies to ensure the sector is informed about legislative amendments
- data security – protecting our business systems is vital to prevent data breaches and unauthorised disclosure of information

Our opportunities

We continually seek better ways to deliver our key objectives. To help make renting work for everyone we will support the residential rental sector, create opportunities to build strong connections with our stakeholders, and put our clients' needs first. Our opportunities include:

- improvements to the end-to-end client experience
- contributing to the Queensland Government's Housing Strategy
- strengthening stakeholder engagement
- delivering digital engagement strategy
- continuous improvement to business processes

Our objectives and strategies

Enhanced client service

We will:

- deliver secure online services that makes renting easier for everyone
- sustain strong relationships with our stakeholders
- maintain our focus on education

Performance indicators

- Clients increasingly satisfied with our services
- Improved stakeholder understanding of the RTA's legislation and services

Improved business systems

We will:

- deliver simple, cost-effective systems enabling great client services
- streamline business processes

Performance indicators

- Integrated, modern business systems support value-for-money, personalised client services
- Continual business process improvements and risk mitigation strategies implemented

Adaptive people

We will:

- support engaged people committed to the RTA's success
- foster development and innovation with a mobile, flexible and agile workforce

Performance indicators

- High levels of staff engagement within a high-performing culture that supports the capability to meet client service delivery needs
- Refocused learning and development strategies

Business sustainability

We will:

- deliver value for money services
- cultivate value through innovation and cost-base efficiency
- address financial sustainability

Performance indicators

- Increased revenue and expenditure controlled
- Innovative business development opportunities recognised leading to improved investment strategies
- Productive government relationships result in collaborative service delivery