

Strategic Plan 2023-2026

Our Vision

is for everyone to have access to an affordable home that meets their needs.

Our Purpose

WHAT WE DO: With a focus on people with disability and those that are socially disadvantaged, we provide housing that is affordable, appropriate, and suited to people's unique requirements.

HOW WE DO IT: We build strong relationships with our tenants and those that support them. We are committed to following through, and actively advocate for improved housing opportunities for everyone.

Our Values

- Supportive and Collaborative
- Inclusive and Respectful
- Curious and Adaptable
- Fair and Transparent

Strategic Focus Areas

- **Tenants and Customers** are engaged and provided great services
- **Properties** are high quality and well located
- **Partnerships** that improve tenant opportunity and outcomes
- **Sustainability** at the centre of our business and strategic goals
- **Our People** are valued and supported

Annual Priorities – 2023

EXISTING SPECIALIST DISABILITY ACCOMMODATION (SDA) MANAGEMENT

Develop and implement a workplan to assess and improve utilisation and management of existing SDA properties.

TENANT ENGAGEMENT AND SERVICE DESIGN

Develop a new service model based on a better understanding of tenant experience to help improve our services.

BUSINESS DIVERSIFICATION AND GROWTH

Investigate new opportunities for raising more revenue or better managing existing operational costs.

STRONGER PARTNERSHIPS

Develop new partnerships with other agencies to identify ways of building a network of service and support relationships to better support our tenants.

Strategic Focus and Objectives



FOCUS	OBJECTIVE
1 TENANTS AND CUSTOMERS	A Deliver quality housing services that are informed by our tenants' experiences and voice
	B Ensure a high level of tenant satisfaction with services and contractors
	C Strengthen connections with third-party services to ensure tenants have access to improve supports
2 PROPERTIES	A Provide housing in locations that maximises access to education, public transport, and community services
	B Ensure we maintain our properties to a standard that meets legislative, contractual, tenant and community expectations
	C Strategically manage our property portfolio and sustainably increase the number of properties that we own and manage
3 PARTNERSHIPS	A Develop a stakeholder engagement plan which describes who our partners are and how we will work with them
	B Establish clear arrangements with a range of partners which clarify roles and responsibilities to improve the effective and coordinated delivery of services to tenants
	C Develop a communications and public relations strategy that helps to build our profile as a high-quality housing provider
4 SUSTAINABILITY	A Ensure financial sustainability while meeting our strategic objective of renewal and improvement of our housing portfolio
	B Investigate a more diverse range of housing service options, including fee for service management opportunities and government tenders
	C Establish an Environmental, Social and Governance (ESG) reporting regime to better evaluate sustainability and provide transparency to investors and stakeholders
5 OUR PEOPLE	A Focus on improving staff satisfaction and wellbeing in a challenging working environment
	B Invest in additional internal capacity and expertise through professional development opportunities
	C Build a values-based work environment through structured team engagement and performance development approaches