

Our Strategic Plan 2025 - 2028

The choices we make for meaningful and sustainable impact.



Strategies



Leverage our status as a social enterprise, grow fee-for-service and fundraising activities



Provide social and affordable rental homes that meet the needs of our region



Partner to support our customers and deliver community outcomes



Advocate critically and independently to influence the housing system

a decent home for everyone

Goals



Customers

say we

- C1. Provide and manage homes they are proud of
- C2. Deliver timely, reliable service
- C3. Involve them in the decisions that affect them
- C4. Support and enable their life choices
- C5. Facilitate support when needed to sustain tenancies



Our People

exemplify

- P1. A culture of inclusion, belonging and innovation
- P2. A skilled, high performing and future focused team
- P3. A commitment to safety, wellbeing and engagement
- P4. Empowered decision making to support customer and business outcomes



Operational Excellence

is evident in

- O1. Sustainable homes
- O2. Compliance and social outcomes
- O3. Meeting the expectations of our stakeholders
- O4. Understanding and responding to our environment



Financial Effectiveness

is achieved by

- F1. Growing future value to deliver our purpose
- F2. Optimising the cash flow and investment strategy
- F3. Efficient financial management
- F4. Growing and diversifying our income stream



Sustainability

in the future requires

- S1. Reliable data capture and reporting
- S2. Reconciliation Action and cross-cultural competency
- S3. Digital engagement and optimisation
- S4. Understanding and mitigating climate risk

Values

underpin all we do



Respect



Integrity



Support



Empowerment