

2018/2021 Strategic Plan



Strategies for differentiation and competitive advantage

Critically independent of government

Growing our portfolio and services ourselves and only bidding for government tenders when it really makes sense.

Partner to support our customers

Partnering with other service providers to support our customers/tenants and deliver social outcomes.

Leverage our PBI status as a social enterprise

Optimise the tax benefits, grow our fundraising and fee-for-service activities.

Housing solutions - transitional/ long term

Paddy's, boarding houses, social and affordable stock without a new or specialist focus on disability, crisis or youth housing.

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Customers
see us as

- C1. Providing homes tenants can be proud of
- C2. Delivering timely, reliable service and support
- C3. Involving them in the decisions that affect them
- C4. Supporting and enabling tenants life choices



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Financial Effectiveness
achieved by

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

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Process Excellence
is evident in

- P1. Design and delivering sustainable housing
- P2. Demonstrating compliance and social outcomes
- P3. Managing our assets
- P4. Meeting the needs and expectations of our stakeholders
- P5. Influencing the regional policy and development agenda



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Sustainability
in the future requires

- S1. High performing, flexible workforce
- S2. Reliable data capture and reporting
- S3. Digital Engagement
- S4. Cross Cultural Competency

Values underpin all we do

Respect

Integrity

Support

Collaboration