



# Strategic Plan 2020-2023

providing homes, supporting people





## Purpose

To improve people's lives with safe and secure housing



## Vision

A home for everyone



## Mission

To provide affordable housing options for Western Australians on low to moderate incomes



## Values

### Solutions Focused

We work together to find solutions that benefit our people and customers

### Caring

We care for others and display empathy, fairness and respect

### Honest

We act with integrity and own our decisions

## Key Strategies

## Key Projects

### Manage and Sustain Positive Tenancies

Support tenants to maintain their tenancies and reduce negative exits

- Develop and implement tenancy status reporting tool and response strategy
- Secure key support partnerships to enhance outcomes
- Increase community & customer engagement
- Deliver strategy for management of complexes

### Leverage Growth

Increase portfolio size and secure increased revenue from non-government sources

- Deliver portfolio acquisition projects
- Secure Federal Affordable Housing pilot
- Create an SDA development pipeline
- Identify regional development project
- Progress regional growth projects
- Institutional Investment Management Portfolio
- Implement stakeholder engagement planning
- Grow management portfolio through tender opportunities

## Pillar to Support Strategic Plan

### Business Excellence

Develop a productive, efficient and high performing work environment for all staff

- Become certified Employer of Choice
- Create new corporate structure
- Identify and secure new funding options
- Identify and implement future working model