

Our Strategic Plan – 2021-2026

Our vision	Safe, secure, and affordable homes for Victorian renters in a fair housing system.			
Our role	Empower renters and make the housing system fairer.			
Strategic goals	GOAL 1: Service Excellence Renters and their support workers are emboldened by the knowledge, support and training we provide.	GOAL 2: System Impact Our casework and policy advocacy create system-wide change.	GOAL 3: Business Transformation We have the systems, processes and culture that support us to pursue excellence.	GOAL 4: Organisational Sustainability We are effectively governed and managed using sound practices and principles.
KPIs	We can measure our responsiveness to demand and have a plan to increase it.	We can measure our impact and have a plan to improve it.	Our stakeholders and partners rate our performance as ‘strong/very strong’.	80% of our people report that they are engaged and enjoy wellbeing at work
Strategic priorities	Service Maturity We will use existing services and funded projects to grow and improve services, consolidate systems and processes, modernise the service model, leverage digital technology, and make sure that renters are at the centre.	Data Competence We will improve our understanding and use of data to guide our work and decision making.	Advocacy We will consolidate and broaden our reach to build credibility and ensure systemic change.	
Objectives	OBJECTIVE 1: We provide renters with the knowledge and support they need, when they need it. OBJECTIVE 2: We train and support tenancy workers so they can provide better support to renters. OBJECTIVE 3: We collaborate with partners to develop and enhance the services we provide.	OBJECTIVE 4: We have annually agreed strategic priorities for our media strategy, advocacy plan and casework. OBJECTIVE 5: We collaborate with key stakeholders to leverage our expertise and work for broad impact.	OBJECTIVE 6: We understand both the problems renters face and the effectiveness of our responses to those problems. OBJECTIVE 7: Our services, systems and processes are designed to meet the needs of the people we serve. OBJECTIVE 8: We have a highly engaged and energetic workforce that enables our service delivery model.	OBJECTIVE 9: We are efficient and responsible stewards of the organisation’s resources now and for the future. OBJECTIVE 10: We implement systems and frameworks to ensure continuous improvement and quality services.
Our values	Collaborative	Optimistic	Effective	Kind