Tenants Victoria strategic plan 2026-2031

Tenants Victoria

Our vision	Victorian renters experience dignity living in safe, secure and affordable homes
Our role	The leading voice for renters, facilitating a fair housing system
Strategy statement	We will drive higher standards for fairer renting across Victoria, as the centre of excellence that connects renters to support and shares insights and expertise with government, rental providers and organisations

Goals	**Service excellence:** More renters have access to the support they need, when they need it	**Influence:** System change and connection that elevates the renting experience	**Organisation:** A capable, sustainable, relevant, focussed organisation that adopts best practices
Measures	• # renters engaging with our services • % services delivered to priority cohorts • Renter feedback on service experience and outcomes • Sector feedback on impact of capacity building and sector support activities	• # annually agreed advocacy goals progressed • Narrative and policy influence scorecard • Stakeholder feedback	• Staff wellbeing and engagement • ROI in new systems • Long term financial and operational sustainability
Key initiatives	1. Improve access to help, information and education for priority renter groups 2. Scale and innovate our services to reach more renters 3. Enable a better connected and more capable renter support sector	1. Use our insights, data and expertise in media campaigns and policy advocacy 2. Elevate renter voices to inform system change 3. Build and maintain strategic relationships across the renting system to improve the experience of renters	1. Implement a wellbeing and engagement strategy for staff and volunteers 2. Continuously improve our quality, finance, people and culture, and operations systems 3. Harness digital technology to improve access, reach and impact

Our values

Collaboration

Optimism

Effectiveness

Kindness