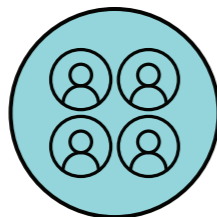


# Corporate Plan 2023-24

## Strategic Objectives 2023/24



### **Uplift our People, Capability & Culture**

We are a values-based, inclusive organisation that delivers professional excellence with engagement index to 75% and satisfaction  $\geq 4.5$  by June 2024.

We grow our people and leaders and have a secure pipeline of capable talent.



### **Accelerate digital transformation**

The Housing Management Replacement Project is implemented with a first-stage efficiency gain of at least 20% to be realised. First-contact resolution for customers remains above 90%.

Reliable systems and data that drive efficiency and increase productivity.



### **Drive service excellence**

Our housing practices, particularly for dealing with complex-needs customers, leads to improved customer and staff satisfaction.

Our optimised workplaces increase productivity, performance and wellbeing.

Efficient use of our property portfolio and resources.



### **Prepare, promote, position & grow partnerships offering**

A partner offering is in place and capital partners identified for each “homes theme”.

We have a pipeline of proposals and secured capital commitments to match our Homes pipeline.

We are influencing and positioning for government opportunities.



### **Increase new homes pipeline**

A pipeline of prospective, proposal stages and secured new homes is established with at least 1000 new homes at the “secured stage” by 30 June 2024.

We are targeting all outcomes as social or affordable housing but acknowledge enabling market rental is required. At least 50% of the secured pipeline is affordable or social housing.



### **Maintain strong foundations**

Our operating business continues to meet financial and non-financial metrics.

We have progressed integration of ESG into all decision making in the business and are progressing aligned governance initiatives.

Our Lost Time Injury Frequency Rates (LTIFR) are falling.

## Vision

Great places, thriving people, connected communities

## Purpose

Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities

## Business head, social heart

With a business head and a social heart, we will harness the collective expertise of our 250\* SGCH employees that currently serve 11,437 customers as we accelerate our service transformation through the use of digital and contemporary ways of working. We will hone our partnership offering to create more homes in future years.

## Values

Trust  
Empowerment  
Inclusion  
Creativity  
Honesty