



# Strategic Plan

## 2020-2023

### Our Vision

Empower communities through Co-operative Housing

### Our Mission

To lead and grow Co-operative Housing for the independence and well-being of people and communities.

### Our Values

#### **Inclusion**

Nurture a culture of respect, belonging and community, where diversity is embraced, and everyone is equal.

#### **Integrity**

Maintain the highest ethical standards by being fair, honest, accountable and transparent in our communications, relationships and decision making.

#### **Quality**

Strive for and achieve a high standard of service delivery through adaptability, due diligence and creative solutions.

#### **Connection**

Foster relationships to empower community participation and strengthen networks for people to feel heard and valued.

# Our goals



## Grow

Grow Co-operative Housing to increase choice and diversity for people wanting to be part of a secure sustainable community.

- Pursue new development and growth opportunities.
- Develop pathways and innovative models to increase the Co-operative Housing offer.
- Partner with others to create Co-operative Housing outcomes.



## Enable

Enable Co-ops to be strong, independent and sustainable.

- Facilitate networking opportunities that foster communication, sharing of resources and cooperation between Co-ops.
- Harness and advance Co-op best practice.
- Enhance Co-op capacity to access grant funding that supports the sustainability and improved amenity of the sector.
- Support older people in Co-ops.



## Service

Provide quality Co-op and tenant services.

- Embed responsive and high-quality customer service across our business.
- Strengthen our relationship with Co-ops.



## Lead

Champion the impact and social value of Co-ops.

- Cultivate opportunities to promote the Co-op sector.
- Lead at a national level in promoting the social value of the Co-operative Housing model.
- Advocate and lobby for the advancement and continued growth of the Co-operative Housing sector.



## Support

Support our people and improve workplace wellbeing.

- Embed fit for purpose, efficient and effective workplace practices.
- Build a stronger culture of trust and innovation through positive leadership and enhanced organisational values.