

## A2P Strategic Plan 2020-2023 Summary

Strategic Pillars				
Tenant	People and Culture	Housing	Innovation and service excellence	Organisation capability
Goals				
The tenant's experience is positive and provides a base upon which they can thrive and live life as they choose.	A committed high performing and enthusiastic workforce built on mutual respect and support.	Our housing is appropriate for the needs of our current and future tenants.	Our housing model is informed by current and future tenants.	Financial strength and independence. A2P has the resources to meet the organisation's strategy.
Tenancy is secure and sustainable. The tenant feels that they have independence and that the house they rent is their home.	A culture which is aligned to vision and values and supports strategy.	People with disability with high and complex needs have a meaningful housing choice.	We track research, data, and evidence relating to disability housing.	Our business system is robust, resilient, manages risk, is adaptable, and meets the current and future needs of the organisation.
A2P is actively responding to tenants with high and complex housing needs.	Our people have the capability to support sustainable tenancies for People with disability with high and complex needs.	Housing is well maintained over its lifecycle.	Learning is implemented, measured, and shared with the wider community.	Our people have expertise in the industries in which A2P operates, specially SDA and Community Housing
Tenants have opportunity to inform A2P how housing service is offered.	Our people are valued and recognised for the contribution they make to the success of A2P.	Housing is well located and accessible to community amenity.	We develop a housing model based on needs and research into housing for People with disability with high and complex needs.	Good governance of the organisation by Board.
Tenants receive a high standard of tenancy management.	Our people have opportunities for growth and professional development.	Housing is designed to support independence and choice and control.	We lead and influence discussion and thinking about disability housing.	Org meets requirements for all compliance. NRS, NDIS, ACNC, Financial.
Tenants have the opportunity to connect to the A2P community.	Our people are safe at work.	We develop new housing which meets identified needs.	We identify through research and evidence-based practice, housing solutions for People with disability with high and complex needs.	Our business systems provide the framework to meet needs of People with disability with high and complex needs.