

Department of Housing Strategic Plan 2023-27

Our values

Partnership

We work across boundaries to deliver housing priorities with our stakeholders

Responsive

We treat our customers with respect and empathy

Leadership

We make evidence-based decisions and take responsibility for our actions

Innovation

We are agile and encourage new ways of working

Inclusion

We will listen, embrace diversity, and engage all

Integrity

Our behaviours match our words and our decisions are transparent

The opportunities we leverage to deliver our vision are:

- Use data to understand our customers, optimise service delivery and enhance outcomes for the community
- Collaborate with our partners across government jurisdictions and the community
- Leverage digital technologies to improve the way we do business
- Build a robust workforce through targeted programs and support

The strategic risks we manage are:

- Disruption—supply chain, escalating costs, community sentiment
- Increased demand—migration, market pressures and cost of living
- Climate resilience—disaster management, climate proofing infrastructure and carbon reduction
- Cyber security—privacy, statutory rights and responsibilities
- Staff safety—health and wellbeing

We support the government’s objectives for the community:



Good jobs: Good, secure jobs in our traditional and emerging industries



Better services: Deliver even better services right across Queensland



Great lifestyle: Protect and enhance our Queensland lifestyle as we grow



Our vision

An agile and sustainable social and affordable housing and homelessness system.



Our purpose

To provide social and affordable housing and homelessness solutions for Queenslanders through investment and collaboration.

	Strategic objectives	Strategies	Key performance indicators
Supply	<p>Increase supply of social and affordable housing</p>	<p>Provide social and affordable outcomes through our programs and assistance funds</p> <p>Encourage industry partners to develop, finance and operate additional social and affordable housing</p>	<ul style="list-style-type: none">• Number of social housing properties• Average wait time to allocation for assistance into government owned and managed social rental housing
Services	<p>Provide culturally safe and responsive housing and homelessness services and support</p>	<p>Deliver key actions outlined in the <i>Queensland Housing and Homelessness Action Plan 2021-2025</i> and progress development of Our Place, A First Nations Housing and Homelessness Action Plan 2024-2027</p> <p>Enhance the way we deliver culturally responsive pathway planning, tenancy support and referrals</p>	<ul style="list-style-type: none">• Number of households assisted to sustain private market tenancies• Number of households on the housing register that have received other housing assistance in the previous two years• Number of people assisted by specialist homelessness services
Stakeholders	<p>Engage with community and stakeholders to improve our policies, processes and regulations to meet Queenslanders’ needs</p>	<p>Deliver housing standards and ensure rental homes adhere to new standards of safety and security</p> <p>Develop the next stage of housing legislation and law reform to drive contemporary social housing, residential services, manufactured homes and retirement villages practices</p> <p>Strengthen partnerships with community housing sector to improve data collection and outcomes</p>	<ul style="list-style-type: none">• Percentage of department-owned social housing dwellings in acceptable condition• Customer satisfaction for public and community housing• Instances of housing assistance delivered through all programs and products



In our decisions and actions, we respect, protect and promote human rights for enduring cultural change in the Queensland public sector and self determination for First Nations peoples.

We contribute to these government sub-objectives for the community



Supporting jobs



Making it for Queensland



Backing our frontline services



Connecting Queensland



Growing our regions



Building Queensland



Honouring and embracing our rich and ancient cultural history



Queensland Government