

Corporate Plan 2024/25

SGCH 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 260* SGCH employees that currently serve 11,500 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.

SGCH vision

Great places, thriving people,
connected communities

SGCH values

Empowerment, Trust, Honesty,
Inclusion, Creativity

Strategic Objectives 2024/25

Uplift Our People, Capability & Culture



- We are a values-based, inclusive, and sustainable organisation that delivers professional excellence.
- Employee engagement and employee satisfaction continues to improve.
- We grow our people and leaders and have a secure pipeline of capable talent.

Accelerate digital transformation



- Connect Four is on track to go live in July 2025.
- Our Information Technology, data strategies, governance frameworks and reliable systems deliver quality data, improve efficiency and increase productivity.

Drive service excellence



- Our housing practices, particularly for dealing with complex-needs customers, leads to improved customer and staff satisfaction.
- First-contact resolution for customers remains above 90%.
- More than 98% of tenancies are sustained or successfully exit.
- Our optimised workplaces increase productivity, performance and wellbeing.
- Efficient use of our property portfolio and resources.

Prepare, promote, position & grow partnerships offering



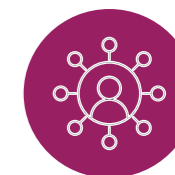
- A partner offering is in place and capital partners are identified for each "homes theme" including fully outsourced and hybrid operating models for interstate expansion.
- We have a pipeline of proposals and secured capital commitments to match our Homes pipeline.
- We are influencing and positioning for government opportunities. Our Build To Rent offering is operationalised and scalable for go live by 1 July 2025.

Increase new homes pipeline



- A pipeline of prospective, proposal stages and secured new homes is established with at least 1200 new homes at the "secured stage" by June 2025. (FY24 and FY25 total 2000 new homes).
- We are targeting all outcomes as social or affordable housing and acknowledge enabling market rental is required. At least 50% of the secured pipeline is affordable or social housing.

Maintain strong foundations



- Our operating business is effectively governed, compliant, continues to meet financial and non-financial metrics, and achieves budgeted outcomes.
- We have progressed integration of ESG into all decision making in the business and are progressing aligned governance initiatives.
- Our Total Recordable Injury Frequency Rate (TRIFR) continues to fall.
- Our Safety Culture Index score continues to rise.