

Property Asset Strategy FY23-25



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Strategic intent

‘The provision of fit-for-purpose, safe and compliant property assets to enable the business to achieve its strategic priorities and operational objectives.’



Property Asset Plan

1. Customer Satisfaction

2. Operational excellence

3. Safety and compliance

4. Effective partnering

5. Robust planning, management and governance



I. Customer Satisfaction

- i. Ongoing consultation with customers
- ii. High levels of responsiveness to ensure customer satisfaction



2. Operational excellence

- i. Fit-for-purpose property and asset provision
- ii. In a cost-effective and timely manner



3. Safety and compliance

Build or acquire and maintain all property assets in accordance with legislative requirements and standards to maximise the safety, functionality and operating environment of our residential accommodation and commercial centres



4. Effective partnering

Effective and professional relationships with our landlords, developers and maintenance service providers to promote delivery of cost-effective business outcomes



5. Robust planning, management and governance

Effective planning for the design of the property solutions

- Purchase versus lease properties
- Property portfolio composition – optimal position of each element of
 - Commercial v residential
 - Functionality
 - Number of each
 - Size of each
 - Regions
- Access to Affordable / Social Housing
- Investment versus for business



Property Management Lifecycle



2023 Property Portfolio

