

INHOUSING

Strategic Plan 2024 - 2027

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Foreword from Ivy Diegmann

Chair of the inhousing board



It is with great pride and responsibility that the inhousing Board presents this strategic plan. At inhousing, we are driven by a clear purpose: to improve the lives of people with disability by creating quality homes, developing inclusive technology, and building inclusive neighbourhoods.

We are committed to partnering with you every step of the way on your housing journey. Whether you are exploring your options or pursuing greater independence, we will be by your side, helping you achieve your housing goals. Our approach also offers opportunities for increased independence through the use of inclusive technology that makes daily life easier and more connected.

Our unique approach ensures that people with disability are at the heart of everything we do. We don't just focus on housing—we focus on building communities that offer the freedom to choose where and how you live, while ensuring accessibility and inclusivity in all aspects of life.

We've listened closely to what people with disability have told us: while high-quality housing is essential, it's not enough. Supportive neighbourhoods and inclusive, accessible technology are just as important for living a good, ordinary life.

Continued:

Quality housing is not just about bricks and mortar; it is about creating spaces where everyone feels safe, valued, and supported. Our commitment to developing inclusive technology means that inhousing tenants and customers will have the tools they need to lead more independent, fulfilling lives. We believe that accessibility should be a natural part of everyday living, not an afterthought.

Our vision for inclusive neighbourhoods focuses on creating communities where everyone can fully participate, without barriers. True inclusivity requires removing obstacles, fostering meaningful connections, and giving everyone the opportunity to live with dignity and purpose.

This strategic plan is more than a roadmap; it represents our shared ambition to make a real difference. It outlines our goals, strategies, and the steps we'll take to bring our vision to life. Achieving this will require careful planning, teamwork, creativity, and a strong commitment from all of us.

As we embark on this journey, we invite you to join us. Together, we can create not only homes, but communities where every person with disability can lead a good, ordinary life. Let this plan guide us as we set new benchmarks for excellence, innovation, and inclusivity. Our shared purpose will drive us to make a lasting and positive impact.

We're excited to move forward with inhousing's mission and can't wait to see the great things we will achieve together.

Ivy Diegmann

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Who we are

We are an innovative social landlord focused on the needs of individuals with disability. Our main services include:

- Social landlord of inclusive rental properties for people with disability.
- Design and construction of inclusive homes.
- NDIS SDA funds management and compliance activities for privately owned SDA dwellings.
- Inclusive assistive technology solutions through our Stretchy Tech service.

Our purpose

We aim to improve the lives of people with disability by creating quality homes, developing inclusive technology and building inclusive neighbourhoods.

Our values

All our work is driven by a commitment to rights-based inclusion.

We are deeply committed to the values of:

- **Personhood**, where people with disability are able to exercise personal authority.
- **Citizenhood**, where people with disability are active citizens in the life of their communities.
- **Capacity Building**, where the capacity of people with disability is enhanced at the individual, family and community levels.



How We Work

Our team is committed to:

- Keeping the voice of people with disability at the centre of all we do.
- Treating everyone with honesty and respect.
- Working collaboratively.
- Being innovative and creative.
- Seeking new opportunities.
- Understanding and responding to individual choice.
- Continued learning and reflection.
- Providing opportunities for learning, growth and development.

Strategic Pillars

1. Amplify Tenant Voice

2. Lead Quality Homes of Choice

3. Strengthen Community Connection

4. Foster Inclusive Workplaces

5. Advocate for Sustainable Homes

Amplify Tenant Voice

Placing our tenants at the heart of everything we do, honouring their life choices in our planning and decision making, tenant advocacy and service delivery.

Success looks like:

- People with disability have their voices heard in important conversations.
- Decision makers including Board engage with and actively seek out inhousing tenant and Stretchy Tech customer perspectives.
- inhousing tenants and Stretchy Tech customers receive regular information and have opportunity to contribute.
- inhousing tenants and Stretchy Tech customers feel safe and confident to speak out on issues impacting them regarding housing and assistive inclusive technology.
- Learning and sharing information about possibilities and options.

We seek to achieve this by:

- Developing and delivering capacity-building resources and workshops for inhousing tenants, Stretchy Tech customers and the broader disability community.
- Developing media (video clips) and social media content that demonstrates to external stakeholders the positive impact of our work on the lives of customers and tenants.
- Familiarising ourselves with and championing state of the art accessible housing and assistive technology.
- Ensuring we are connected to our tenants and customers through quarterly engagement.

Amplify Tenant Voice

- Incorporating tenant and customer knowledge and experience in regular communication.
- Engaging in reflective practice about how we connect to, support and communicate with current tenants and prospective tenants.
- Connecting with the Purple Orange policy team and working collaboratively on issues impacting inhousing tenants, including connecting tenants and customers directly with Purple Orange's work.
- Providing a diverse range of opportunities for tenant voice to inform our governance and decision making.

Lead Quality Homes of Choice

Leading the market by delivering personalised homes that provide the foundation for a good, ordinary life and by prioritising autonomy in decision making, safety and integrated technology.

Success looks like:

- Reduced number of tenants living in group and shared homes, with more tenants living with their chosen household members, including partners, families, friends and pets, or living on their own.
- Inhousing tenants and prospective tenants are informed on what is possible and options available to them.
- Personalised services and individualised homes and renovations.
- We have an accessible, easy to engage with Housing Information Service.
- There is greater community understanding of the role of inhousing including the relationship between assistive technology and accessible housing, and the way the two combine to empower people with disability to live with more independence and autonomy.

We seek to achieve this by:

- Defining and championing the concept of 'social landlord'.
- Updating existing housing stock to provide quality, sustainable and tech-enabled homes, and where stock cannot meet best practice, divesting or rebuilding.
- Partnering with individuals to inform the design of their home.

Lead Quality Homes of Choice

- Creating, maintaining and sharing up-to-date knowledge via a Housing Information Service that supports people with disability to make informed housing choices, and promotes best practice in quality accessible design.
- Promoting knowledge of our Housing Information Service and other work by connecting with people through channels such as radio, social media, our website and in person events.
- Focusing effort on connecting inhousing tenants with Stretchy Tech to integrate customised tech in all housing in our portfolio, meeting and exceeding best practice.
- Leveraging media and communications to build community awareness of opportunities to promote inclusion.

Strengthen Community Connection

Supporting our tenants to build community connection through nurturing inclusive neighbourhoods.

Success looks like:

- Organisations, services and events in our communities are inclusive and welcoming of people with disability.
- People with disability are included in mainstream community life.
- Inhousing tenants are connected to their communities, to their neighbours and through those connections have informal support networks.

We seek to achieve this by:

- Developing and deepening relevant stakeholder relationships and committing to work collaboratively with local councils, state government, planners and other social purpose organisations, to promote inclusive proactive practice.
- Seeking out and translating into practice successful Australian and global initiatives to build best practice community connection.
- Researching how technology including gaming platforms can connect people who experience physical barriers to accessing community.

Foster Inclusive Workplaces

Promoting an inclusive organisation where our people feel inspired, valued and supported to learn, grow and contribute.

Success looks like:

- We have a mindset of working with tenants and customers to get the best outcomes for individuals and our organisation.
- Staff have a deep understanding of the nature of disability - in particular barriers to safe and inclusive housing, and the unique way these challenges impact the South Australian disability community.
- Staff are supported to bring their whole selves to work and are supported to work in ways that contribute to their wellbeing as well as achieving outcomes.
- We have a culture of mutual support for each other in inhousing and Stretchy Tech as well as across the broader Julia Farr group.

We seek to achieve this by:

- Making a commitment to continuous staff learning in the fields of disability, technology and best practice housing - in Australia and globally.



Foster Inclusive Workplaces

- Recognising and responding to changes in best practice as ideas around inclusion and disability evolve.
- Developing NDIS, quality and inclusion user guidelines to support staff to engage with relevant topics.
- Drawing on the depth of knowledge and experience of people across our organisation and the broader Julia Farr Group.
- Solidifying our onboarding experience so that new staff are as equipped as possible to have a successful and sustainable experience in their roles.
- Proactively demonstrating the impact of staff in their roles while challenging the charity model of disability.
- Committing to work arrangements that benefit staff (and support work outcomes) where people can work flexibly, and the office space is welcoming and meets our needs.

Advocate for Sustainable Homes

Elevate living standards and reduce cost of living through innovation, leveraging smart technology, and embracing environmental sustainability.

Success looks like:

- Tenants and customers have a good understanding of the environmental impact of their home and technology and are supported, empowered and encouraged to make choices that reduce household living costs and are in line with best practice sustainability measures.
- Tenants have reduced carbon footprint and subsequently reduced utility costs.
- We are able to demonstrate the positive impact of sustainability measures on living standards to relevant stakeholders, in order to influence the housing industry and decision makers in government to develop sustainable, tech-enabled, accessible homes.

We will do this by:

- Deepening our understanding of how environmental changes may impact the disability community.
- Educating tenants and customers and providing supporting resources on energy saving features and practices.
- Investigating the ways that we can reduce the impact of our work on the environment or make more sustainable choices in our installation and use of assistive technology.
- Implementing energy saving initiatives as standard in our homes, including solar panels, double glazed windows, insulation and water saving devices.
- Engaging with emerging research, issues, and technologies to ensure we remain at the forefront of contemporary practice.

“We’ve listened closely to what people with disability have told us: while high-quality housing is essential, it’s not enough. Supportive neighbourhoods and inclusive, accessible technology are just as important for living a good, ordinary life.”





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