



Strategic Directions 2026-2029

Our vision

Building a better Western Australia.

Our purpose

We build and maintain places and spaces, and deliver services, that empower Western Australians to live, learn, work and belong.

What we do

We deliver and maintain social infrastructure, provide property and tenancy management for government housing and enable government operations through office accommodation, fleet, procurement, and asset policy solutions.

Our values



Empathy

We listen with care, seek to understand diverse perspectives, and respond with authenticity and compassion.



Accountability

We demonstrate integrity and courage, take responsibility for our actions, honour commitments, and make fair decisions.



Clarity

We communicate our purpose and roles clearly, creating shared understanding and enabling informed action and continual improvement.



Respect

We treat every person with dignity, work together, and value contributions and cultural and lived experiences.

Delivering Today

Delivery of our core business



Infrastructure that builds communities

Delivering with a focus on housing, infrastructure and government assets.

We will...

- Increase supply of social and affordable housing across WA to respond to housing needs.
- Deliver infrastructure and government assets to meet community needs and government priorities.
- Strengthen stewardship of housing and government assets through lifecycle management and performance oversight to deliver long-term value.
- Work with industry, community housing providers and government agencies to expand delivery capacity and improve community outcomes.
- Partner with Aboriginal communities to deliver contemporary and culturally appropriate housing and infrastructure across WA to improve social and economic outcomes.



Responsive services

Providing consistent and quality services across DHW, government and the community with strong accountability and a focus on clients.

We will...

- Set clear and consistent service standards to improve how we deliver our services.
- Provide responsive, consistent and quality services that meet our commitments to Government and the community.
- Better connect our services to deliver improved client experience.
- Work closely with agencies, tenants and applicants to achieve better community outcomes.
- Improve access for Aboriginal communities through respectful, culturally appropriate and locally tailored engagement.



Strong foundations

Building the organisational foundations required for efficient and sustained delivery.

We will...

- Invest in and leverage fit-for-purpose technology, data, automation and emerging technologies to improve efficiency, reduce business continuity risk, enable better decision-making and support more responsive service delivery.
- Embed clear governance and enterprise risk management to strengthen decision-making, control and ensure risks are effectively managed.
- Improve financial stewardship and resource allocation to maximise value.
- Constructively engage with our Minister, the Minister's Office and other government agencies to build effective relationships.



Building capability, delivering together

Strengthening capability, leadership and culture anchored in clear values and shared purpose.

We will...

- Foster an inclusive, diverse, values based and highly engaged workforce.
- Improve workforce and leadership capability and workforce planning to build capacity, agility and responsiveness.
- Strengthen health, safety and wellbeing capability by embedding physical and psychological safety into everyday decisions and ways of working.
- Embed cultural responsiveness training in partnership with Aboriginal people, grounded in local knowledge and cultural respect.
- Enhance the employee experience to attract, develop and retain a diverse workforce through a clear employee value proposition.
- Strengthen connection, collaboration and internal partnerships across DHW through effective ways of working that build understanding, identify opportunities to work together, and support engagement and performance.

Outcome

By 2029, DHW will achieve government priorities through the delivery of reliable infrastructure to support growing communities across WA.

Outcome

By 2029, DHW will deliver consistent and quality services that respond to people's needs and make a real difference for communities.

Outcome

By 2029, DHW will deliver improved agency services underpinned by clear governance and trusted systems.

Outcome

By 2029, DHW will have a highly capable, safe, values-based and engaged workforce.