



2026-2029

Strategic Directions

Acknowledgement of Country

The Department of Housing and Works acknowledges the Traditional Custodians of Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of Aboriginal communities and their cultures, and to Elders both past and present.



Who we are

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

Our Department delivers and maintains social infrastructure for Western Australia.

We provide property and tenancy management for social and affordable housing, remote Aboriginal housing, and government employee accommodation.

We enable government agencies to deliver through office accommodation solutions, fleet management, goods and services procurement, planning and asset policy.



Our services



Housing

Delivery and management of social and affordable housing including land and property acquisition, remote Aboriginal and community housing, and strategic housing policy.

Government Regional Officer Housing

Leasing and management of housing for regional government workers.

Government Office Accommodation

Planning, procurement and management of leased and owned office buildings.

Capital Works

Management of non-residential construction, maintenance, and refurbishment of major government assets.

Non-Residential Maintenance

Arrangement of breakdown repairs, routine maintenance and minor works for client assets.

Procurement

Facilitation of procurement processes for goods and services over \$250,000.

State Fleet

Facilitation of the purchasing, servicing and disposal of government vehicles.

Corporate Services

Delivery of core enabling corporate services for the Department including people, work health and safety, financial, technology, information management, strategic communications, ministerial services, and governance and assurance.

Our core values



Empathy

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



Clarity

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



Accountability

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



Respect

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



WA Government Priorities 2025-2029

The State Government's priorities set a clear direction for how we deliver housing, infrastructure and responsive services Western Australians rely on.

The Department of Housing and Works delivers on the following priorities:

- Ensuring every Western Australian has a home
- Delivering quality infrastructure and services across our State
- Diversifying the WA economy so that it remains the strongest in the nation
- Ensuring all Western Australians can access the healthcare we need, when we need it.

Delivering against these priorities reinforces our role as a trusted delivery partner, supporting the State Government's objectives for a strong and resilient Western Australia.



Our strategic priorities



Delivering Today

Delivery of our core business – delivering housing, infrastructure and responsive services that meet community needs and demonstrate our value as an accountable delivery partner to Government and Western Australians.



Infrastructure that builds communities

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



Responsive services

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

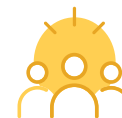
Building our Tomorrow

Strengthening our people, systems and ways of working – bringing the Department together to create a unified and capable organisation that can deliver with confidence today and sustain impact into the future.



Strong foundations

Building the organisational foundations required for efficient and sustained delivery.



Building capability, delivering together

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

Delivering Today

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.



Outcome

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

Delivering Today

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.



Outcome

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

Building our Tomorrow

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.



Outcome

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

Building our Tomorrow

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 have a highly capable, safe, values-based and engaged workforce.



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