



WHAT WE DO

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1. We assist renters to assert their rights.
2. We work for systemic change.
3. We educate and advise.
4. We listen to and are accountable to renters.

WHY WE DO IT

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We seek a future where all renters have the home they want.

OUR VALUES

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We boldly commit to social change.

We openly and creatively connect.

We champion fairness.

We learn, grow and do it well.

We build inclusive compassionate communities.

HOW WE DO IT

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The Tenants' Union of NSW works with and for renters, particularly those in need, for housing justice.

We support renters to have homes that are safe, secure, affordable and sustainable.



OUR PRIORITIES

1. Drive systemic change and long-term creative solutions:

Because renting is a legitimate and important way people make their homes, we will shape the narrative, keeping a fighting focus on the needed reforms and be responsive during times of crisis.

2. Renter engagement, awareness and education: Because we can only authentically represent renters who feel connection to us, we will continue to engage, consult and embed awareness and education in the community.

3. Access to the best advice, support and information: Because it is important that renters receive the highest quality services, we will play an essential role working with the TAAS Network to ensure that advice, support and information is easy to access in a range of ways and is consistently the best quality possible.

4. Staff wellbeing and tenure:

Because the change we seek requires tough conversations and representation over many years, we will continue to create a workplace which promotes staff wellbeing, connection and stability.

5. Funding sustainability:

Because we need to ensure our independent voice to meet the broad needs of renters' rights and advocate for systemic change, we will grow, diversify and ensure the sustainability of our sources of funding.

6. Strong and dynamic organisation:

Because we need to provide high quality services and advocate effectively in the interests of renters at a systemic level, we will build and maintain strong organisational capacity.