

# EVOLVEHOUSING

## RESIDENT ENGAGEMENT STRATEGY





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## ACKNOWLEDGEMENT OF COUNTRY

Evolve Housing acknowledges the Traditional Custodians of the land where we deliver our housing and services. We acknowledge and pay our respects to all Elders past, present and future. We welcome all First Nations People to our services, as we walk together towards reconciliation.

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 evolvehousing

## ENVIRONMENT

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COVER PHOTO: Residents at an Evolve Housing community event.

# **EVOLVEHOUSING**

## **RESIDENT ENGAGEMENT STRATEGY**

ONE VOICE, ONE TEAM



# WHAT WE DO

At Evolve Housing, we aim to do more than put a roof over our residents' heads. We offer them a place in a thriving and inclusive community, with access to support programs to enhance every part of their life.



## A HOME

Our social and affordable housing residents are offered a home that is well suited to their needs and budget. Our properties are of a high quality. We are highly responsive to maintenance requests and manage our residents' tenancies fairly.

Every new social housing resident is offered a needs assessment with a Specialist Support Worker when they sign their tenancy agreement. A Personal Support Plan is then drawn up which addresses personal health, wellbeing, education, training and employment needs, and includes referrals to external support partners if required.

## A PERSONAL SUPPORT PLAN



## A NEW SKILL

We offer support for residents who wish to up-skill or change careers by providing access to an Employment Support Officer, exclusive job and training opportunities, and workshops relating to digital skills and money management.

We aim to create thriving and inclusive communities where people feel a sense of belonging. We regularly hold free and low-cost social events and activities that cater to the needs of our residents. These events are an opportunity to meet neighbours, feel part of a community, and enjoy new experiences.

## AN EXPERIENCE



## A VOICE

Residents have the opportunity to advocate on behalf of their communities through the Resident Advisory Group, which provides input into Evolve Housing programs and initiatives. There are also opportunities to volunteer, such as by joining our resident phone service called the Friendship Aged Network.

Residents have access to a variety of exclusive grants to help them get active within their community or improve their lives. We offer grants to support secondary and tertiary students, and to support young people to access sporting and physical activities.

## A GRANT OR FINANCIAL HELP





CEO, Lyall Gorman with an Evolve Housing resident.

# WELCOME FROM THE CEO

At Evolve Housing, our residents are at the heart of everything we do, and our commitment is to always listen to, and include them, in the decisions we make.

Our Resident Engagement Strategy has been developed to ensure that we are communicating with our residents on an ongoing basis, to ensure they are heard, and most importantly, to act on their feedback in order to continually improve our tenancy management, support services, programs, and events.

Our goal through this strategy is to create an organisation-wide culture where staff proactively seek feedback from our residents regularly so that resident perspectives become an important part of the decisions we make.

This will ensure that our residents are empowered and feel heard, and that the actions of our employees and our organisation as a whole properly reflect resident needs, wants and perspectives. This goal is fully encompassed through our strategy mantra — one voice, one team. By implementing this strategy, we will be able to break down barriers between staff and residents, and in so doing, encourage a spirit of understanding and collaboration.

We have included many practical actions that will help us achieve this. For instance, we are aiming for each employee across all business units to attend one resident engagement activity over the following year, and for each business unit to engage in one form of resident consultation. These actions will give our staff the opportunity to meet with residents (which is especially useful for behind-the-scenes employees) and will hopefully spark conversation on how our work can be better tailored to enhance the resident experience.

We look forward greatly to continuing to build stronger bonds with our residents and achieving many positive outcomes through the implementation of this strategy.



Lyall Gorman, CEO Evolve Housing

# 01 INTRODUCTION



Residents' children at an Evolve Housing event.



# WHAT IS THE PURPOSE OF THE RESIDENT ENGAGEMENT STRATEGY?

The Resident Engagement Strategy is a tool that helps direct our organisation's approach to engaging and communicating with our residents, to ensure that we have adequate feedback from them to tailor our services and programs to suit their needs. Evolve Housing's purpose is to enable more people to live in quality homes in thriving and inclusive communities.

Our strategy summarises our philosophy towards resident engagement, considers current points of engagement we have with residents, and provides clear actions for Evolve Housing staff and business units, at all levels of the organisation, to perform to improve our resident engagement.

While this document has been written primarily as a directive tool for Evolve Housing, to inspire our team and set clear goals for our future resident engagement, it may also be of value to others. By making this document public, we are hoping to hold ourselves accountable to residents and be transparent with them in relation to how we plan to engage with them.

The strategy can also be useful to stakeholders who may be interested in partnering with us and want to learn more about our approach and processes.

## INTRODUCTION TO EVOLVE HOUSING

Evolve Housing is a community housing provider offering safe, secure and affordable housing to individuals and families. At Evolve Housing, we believe that everyone has a right to a home — somewhere to feel safe and secure and to be part of a community. Evolve Housing's purpose is to enable more people to live in quality homes in thriving and inclusive communities.

「 WE WANT TO BE ACTIVELY LISTENING TO WHAT THE RESIDENTS NEED. 」

EVOLVE HOUSING FOR YOUTH, CASE WORKER

# 02 WHO ARE OUR RESIDENTS?



Resident of Evolve Housing.

# THRIVING COMMUNITIES

Evolve Housing has a varied population of residents across the greater Sydney area, crossing all age groups and cultural backgrounds. Over half of our households (54%) have at least one member who was born overseas. In total, our residents come from 95 countries and speak more than 33 different languages. They come from all walks of life and household types, and have varying aspirations and support needs.

It is important to know who our residents are to ensure that we deliver appropriate housing and programs that meet their needs. This is why Evolve Housing is committed to continually reviewing data to understand who our residents are. To support this commitment, we recently developed a Priority

Programs Strategy that identified our key priority cohorts. The findings led to the development of new targeted programs, partnerships, housing developments and strategies to meet the needs of these groups.

## EVOLVE HOUSING RESIDENTS AT A GLANCE



**56%** are women **44%** are men



**1.75%** of social housing residents identify as Aboriginal or Torres Strait Islander



Residents live in **32** local government areas



**35.4%** of social housing residents were born overseas



**60.6%** live in social housing



**39.4%** live in affordable housing



**32%** of social housing residents are on the disability support pension



**28%** of social housing households are lone person households



**89%** of adult residents in social housing have welfare payments as their main source of income



**12%** of social housing households are single parent households



**19%** of social housing residents are on the age pension



**6.7%** of social housing residents were previously homeless

## OUR RESIDENTS

TENANT PROFILE AS OF 30 JUNE 2020

WE PROVIDE HOMES FOR **8,419** RESIDENTS  
ACROSS **4,054** PROPERTIES

### AGE GROUPS

23% CHILDREN (0–17)

13% YOUTH (18–24)

11% YOUNG ADULTS (25–35)

23% MIDDLE AGED (36–54)

23% OLDER ADULTS (55–74)

7% ELDERLY (75+)

### HOUSEHOLD TYPES

28%

LONE  
PERSON

5%

COUPLE +  
CHILDREN

12%

SOLE  
PARENT

11%

COUPLE

30%

GROUP\*  
WITHOUT  
CHILDREN

14%

GROUP\*  
WITH  
CHILDREN

\*Group refers to a household of two or more people who are not in a couple or parent-child relationship. It may include blood relationships such as siblings or extended family members.

NOTE: These figures relate to our social housing residents.

# WHAT IS RESIDENT ENGAGEMENT?

## RESIDENT ENGAGEMENT

Resident engagement is a process that empowers residents to become involved in decision making matters that have a direct impact on their lives. This includes varied and effective engagement methods that foster a shared approach, leading to informed decision-making and shared responsibility.

Good resident engagement leads to meaningful opportunities for residents to engage with our organisation through a mixture of both formal and informal outlets, aimed at influencing services, programs, policies, processes and procedures.

Resident engagement will promote a variety of engagement methods to reach as many residents as possible, and encourage the resident's voice to be heard whenever possible.

「OUR RESIDENTS ARE THE REASON WE EXIST ... WE WANT TO IMPROVE OUR PROGRAMS AND SERVICES TO FURTHER ASSIST OUR RESIDENTS.」

GROUP EXECUTIVE TEAM MEMBER

## WHY RESIDENT ENGAGEMENT?

At Evolve Housing, we believe that adopting an effective resident engagement strategy will empower our residents to have a voice, which will lead to improved services and service delivery, enhanced resident wellbeing and higher overall resident satisfaction. When our employees place our residents at the core of everything that they do, it enables us to provide premium quality services and the ability to work as one team.

Additionally, effective resident engagement provides a strong foundation to help our residents understand why particular decisions are made and builds trust between us, our residents and the communities in which we work.

Similarly, when done well, resident engagement can provide a framework for sustained collaboration, accountability and innovative ways of involving and empowering our residents so they are genuinely being heard and have some control over decisions that affect their lives.

「EVERY CALL WE TAKE HAS A DIRECT IMPACT ON RESIDENTS.」

CONTACT CENTRE, CUSTOMER CONTACT OFFICER

03

# EVOLVE HOUSING STRATEGIC PLAN



Resident of Evolve Housing.

# EVOLVE HOUSING'S STRATEGIC DIRECTION

The Resident Engagement Strategy does not function on its own and it is critical that it aligns with Evolve Housing's Strategic Plan, Client Service Strategy and Social Outcomes Framework to ensure consistency in our work and achieve the best outcomes for residents.

## EVOLVE HOUSING STRATEGIC PLAN 2020–2023

The Evolve Housing Strategic Plan has four main pillars:

- Achieve sustainable growth,
- Enhance business practice and capacity,
- Provide quality homes and services; and
- Improve social outcomes for our clients.

The Resident Engagement Strategy supports two of the four main pillars.

### Pillar 3 Provide quality homes and services

- 3.1 Improve our residents' housing experience and sustain tenancies
- 3.2 Align housing to client needs
- 3.3 Improve client satisfaction through high quality service provision

### Pillar 4 Improve social outcomes for our clients

- 4.1 Deliver programs and services that enhance our clients' health, wellbeing and social and economic participation
- 4.2 Create integrated and thriving communities
- 4.3 Implement and enhance systems to measure and evaluate social outcomes

## SOCIAL OUTCOMES FRAMEWORK

The Social Outcomes Framework helps us to determine the various domains in which we need to facilitate and develop our services and programs to support the needs of our residents.

## CLIENT SERVICE STRATEGY

Evolve Housing has developed service standards that set out what our residents can expect from our employees and our organisation as a whole.

The Client Service Strategy is underpinned by the following five key principles that are also embedded within our Resident Engagement approaches:

- inspiration
- honesty and integrity
- empathy
- accountability
- respect.

The full Client Service Strategy can be found on our website at [evolvehousing.com.au](https://evolvehousing.com.au)

「WHAT I LOVE ABOUT MY ROLE IS TO SEE HOW RESIDENTS TRANSITION. THEY WANT TO MAKE A POSITIVE CHANGE.」

SUPPORT TEAM, SUPPORT UNIT OFFICER



Photos: Residents of Evolve Housing







# OUR APPROACH AND VISION

# ONE VOICE, ONE TEAM

To ensure our Resident Engagement Strategy is reflective of what our residents need and want from Evolve Housing, we have undertaken a holistic organisational approach that embeds our vision of *One Voice, One Team*. This long term commitment is based around the idea that residents are in the best position to decide how their lives and communities are developed and therefore, need to be supported with the appropriate platforms to share their voices.

To commence this journey, employees from across all of our business units were included in a development phase where we collaboratively workshopped ways that we can listen to residents' voices and keep them in the heart of everything we do. This is so all business areas, including our Board and Executive, prioritise residents in their daily operations and decision-making processes, regardless of whether their role is resident facing or on a more corporate, administrative level.

Additionally, we developed the strategy with direct input from a number of residents including those from

our priority cohorts and resident groups. Residents were encouraged to talk about their experiences, priorities and share ideas of how Evolve Housing can improve its engagement with residents and work together as *one team*.

This Resident Engagement Strategy is a one year plan to help embed our newly adopted vision and approach. The strategy is driven by 3 key priority areas and will be reviewed and revised with the intention of embarking on a 3 year plan led by our insights and learnings during 2021.

「 WE NEED TO BE UPFRONT AND HONEST WITH RESIDENTS. 」

HOUSING SERVICES, HOUSING MANAGER

# KEY PRIORITY AREA 1

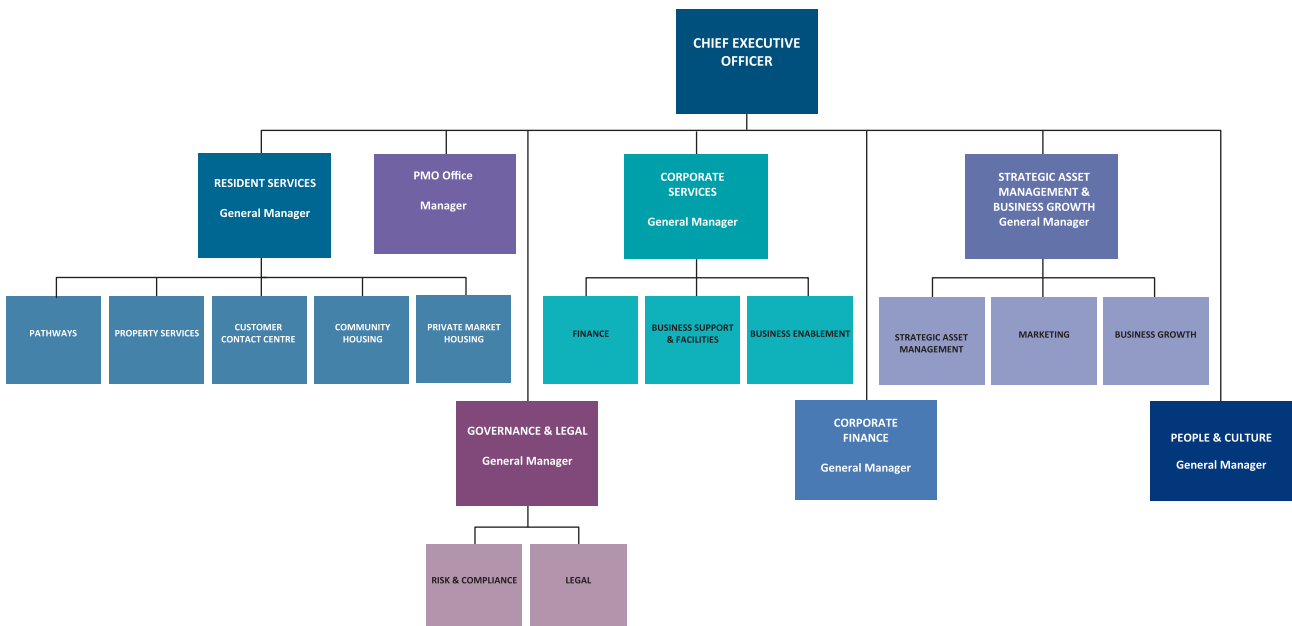
## COLLABORATION — EVOLVE RESIDENTS AND EMPLOYEES

At Evolve Housing, we want our residents to feel respected, inspired and empowered to have a voice and be heard.

We acknowledge that to achieve this, it is crucial that our employees understand who our residents are so that we as a business can empathise with their needs, vulnerabilities and aspirations.

By doing so, we will ensure that decisions made by each business unit are driven from an understanding of residents’ needs so that our operations, programs and services are as relevant as possible now and into the future.

Our organisation is made up of seven key business units:



Through this strategy, we are committed to providing employees from across all business units the opportunity to engage, consult and co-design with residents where possible on matters that have a direct impact on their lives.

We will embed processes that allow us to clearly outline how we have listened to our residents — for instance, by demonstrating changes made by business departments that were made in response to resident feedback.

When we met with employees, they told us why resident engagement is important to them and shared ideas on how they can improve their understanding of our residents.

Workshops with each business unit sparked many original and collaborative ideas from employees about how to get to know our residents further and to truly establish *One Voice, One Team* as the business’ internal philosophy.

ENGAGEMENT OUTCOME	SUGGESTED EMPLOYEE ACTION
Residents are better informed on support programs available to them	<ul style="list-style-type: none"> <li>• Hold information sessions on specific programs for residents at their block, at an event or resident meeting</li> <li>• Share a good news story about a support program participant at one of the resident group meetings</li> <li>• Introduce a 'program of the month' whereby those in contact with residents promote a specific program.</li> </ul>
Board members, Group Executive Team members and employees that are not front line facing will gain a better understanding and connection to our residents	<ul style="list-style-type: none"> <li>• Attend a resident visit with a Housing Manager</li> <li>• Observe a resident sign up</li> <li>• Hold a resident BBQ as a team at a block</li> <li>• Facilitate a specific event/activity as a team for residents</li> <li>• Volunteer to help at a specific event or workshop</li> <li>• Lead a 'getting to know you' interview with a resident group where you share information about your role and responsibilities. Take it one step further and feature in a news piece for all residents via the newsletter.</li> </ul>
Receive feedback from residents more regularly	<ul style="list-style-type: none"> <li>• Survey residents on a specific topic such as a particular policy or process being developed, the design of a new project or initiative, an event or workshop, or features of a new building development</li> <li>• Consult and receive suggestions on interview questions for resident facing roles being recruited for</li> <li>• Form a working group to provide feedback on general matters that impact all residents</li> </ul>
Support resident volunteers to better learn about our business	<ul style="list-style-type: none"> <li>• Have resident volunteers come into the office to help with basic jobs or tasks in your area or just observe and be part of your team for the day.</li> </ul>
Resident Advisory Group are consulted on any major initiatives or changes in items that directly impact the lives of residents	<ul style="list-style-type: none"> <li>• Attend a Resident Advisory Group meeting and gather feedback from members directly on a new initiative</li> <li>• Provide documents such as policies, procedures, interview questions, IT system or letters to be shared for consultation and feedback with RAG members</li> </ul>
Communications Panel review major communication pieces	<ul style="list-style-type: none"> <li>• Provide planned communication documents to be shared for consultation and feedback with Communications Panel members</li> </ul>
Increase residents' opportunities to have a voice	<ul style="list-style-type: none"> <li>• Hold a working group of residents to assist with design of a particular project or initiative</li> <li>• Consult with residents more regularly on what they want to see go in the resident newsletter</li> </ul>

## KEY PRIORITY AREA 2

### ENHANCE RESIDENTS' VOICES

Many residents would like the opportunity to tell us how we can improve our services, processes and programs that will, in turn, improve their wellbeing and journey with us.

We are constantly communicating with our residents and identifying methods that allow us to better reach, listen to and include their voices.

This includes ensuring that what we do captures the voices of our Culturally and Linguistically Diverse residents, Aboriginal and Torres Strait Islander residents, and other vulnerable residents such as seniors and people living with a disability.

We regularly review with resident groups how we can best communicate and engage through varied platforms such as SMS, our website, by mail, our newsletter Evolve News and, most recently, through the virtual world (using Zoom, a video conferencing program).

We have a number of outlets that allow us to meet regularly with our residents, listen to their voices, and capture feedback.

### RESIDENT ADVISORY GROUP (RAG)

The RAG represents and promotes the interests of residents and facilitates their influence on internal policies, procedures, programs and services.

The scope and function of the RAG is determined by the priorities identified by the resident members themselves. Our RAG is a valuable and key resident participation structure that enables consultation on the issues that affect residents the most.

Our RAG consists of 15 members who are diverse and represent a cross section of our tenant cohort including different ages, households, localities, cultural backgrounds

and language groups such as Polish, Arabic, Pacific Islander, Sri Lankan and Peruvian.

The members meet monthly between February and November each year to discuss a variety of matters that affect the lives of residents such as internal processes, outings and activities, new initiatives, and programs. The members also choose guest speakers from different Evolve Housing departments to attend meetings and speak about topics that impact their tenancy. This is a good opportunity for RAG members to provide suggestions on how to improve service delivery from a resident perspective.

### COMMUNICATION PANEL

The Communication Panel is made up of Evolve Housing residents who review the letters, SMSs, fact sheets and other forms of communication created by Evolve Housing's various units to ensure they are easy to read and understand. The panel is open for any Evolve Housing resident to join and we strongly encourage residents to get involved.

### LOCAL RESIDENT GROUPS (LRG)

LRGs consist of local residents who represent the interests of the people who live in their street, block or suburb. LRGs are a good way for residents to have a voice on matters specifically related to their local area. These groups take an informal approach to allow engagement by a wider variety of residents.

### RESIDENT SURVEYS

Surveys are a good way to capture data, feedback and information from residents that can help us better improve our organisation. At Evolve Housing, we have two key formats of surveying:

#### TENANT SURVEY

This is conducted every 1–2 years with all of our residents and provides us with the opportunity to understand what

we are doing well and where there are opportunities for improvement.

### INFORMAL SURVEYS

These are more ad hoc surveys targeted to a specific event, workshop or program. These surveys assist us with gaining a better understanding of what our residents would like to see us do more of, improve on, or develop for a specific need.

Evolve Housing resident Brooke, artist of the Street Library.



### NORMA

Member of Resident Advisory Group (RAG)

*What do you see the role of the RAG to be?*

As a tenant, being able to express ourselves to Evolve Housing with our own issues gives Evolve the information to be able to make the necessary changes that will include all tenants.

*What have been the achievements of the RAG so far?*

Clearer information regarding the system of rent reviews & arrears, update on repairs and maintenance, changes to calling Reception, input into the newsletter, assisting Evolve with calling tenants re: Tenant Satisfaction Survey which has been great for me. Making changes on the wording of letters Evolve sends to tenants, which now makes more sense & is clearer. What I think has been great is meeting Evolve employees from the top to Reception at our meetings with hands on approaches as they now get where their tenants are coming from.

*How does the RAG help residents?*

By giving all tenants a voice that can now be heard. I'm enjoying every minute of being involved with Evolve Housing.

# KEY PRIORITY AREA 3

## INCREASE SOCIAL INCLUSION AND WELLBEING

We want to ensure that our resident engagement activities align to what our many different cohorts of residents are telling us. As well as consulting, we also undertake brainstorm sessions with our residents to understand what areas of their life are their top priorities. Aligned with our Social Outcomes Framework, our residents have shared their priorities with us, captured in the box below.

RESIDENT'S PRIORITY	
HOME	We provide best practice tenancy and property management.
SAFETY	We work with residents to create safe and inclusive neighbourhoods.
HEALTH & WELLBEING	We partner with specialist support providers to provide tailored support.
SOCIAL & COMMUNITY	We facilitate opportunities focused on inclusion and participation.
EDUCATION & SKILLS	We remove barriers to participation and facilitate access to develop skills.
FINANCIAL WELLBEING	We support residents in increasing their financial capacity.
EMPOWERMENT	We encourage residents to pursue their life goals and voice their needs with confidence.

Driven by our residents and linked to Evolve Housing's Social Outcomes Framework and Priority Programs Strategy, we work with residents to develop programs in the areas of life that they indicate they need support in.

These life areas include education and employment, social activities and inclusion, financial skills and assistance, health and wellbeing, and more.

## FINANCIAL SUPPORT

### GO! GRANTS GO!

We know physical activity is important for growing children and supports their development and growth. Go Grants offer financial support of up to \$350 per household for two years to encourage children to get involved in sports and physical activity.

### KEEP EDUCATING YOURSELF (KEY) GRANTS

At times, it is a little challenging for residents to keep up with the financial demands of education. The KEY grant

offers financial support for residents to study a trade, or complete a course at university, a private college or TAFE. This program provides up to \$4,500 over three years to help residents purchase items that are required to complete their course.

### HIGH SCHOOL HELP

We want to see children get the best possible chance at education. This grant offers financial support for residents

with children currently in high school who are finding it difficult to keep up with costs such as tutoring, stationery and fees.

### NILS (NO INTEREST LOAN SCHEME)

We are a registered provider for Good Shepherd Micro-finance. This scheme helps those on low incomes to purchase essential items (such as whitegoods, furniture, computers and educational supplies) on credit with no interest.

For our residents to access this scheme, they need to be linked in with our Support Unit program.

## WORKSHOPS

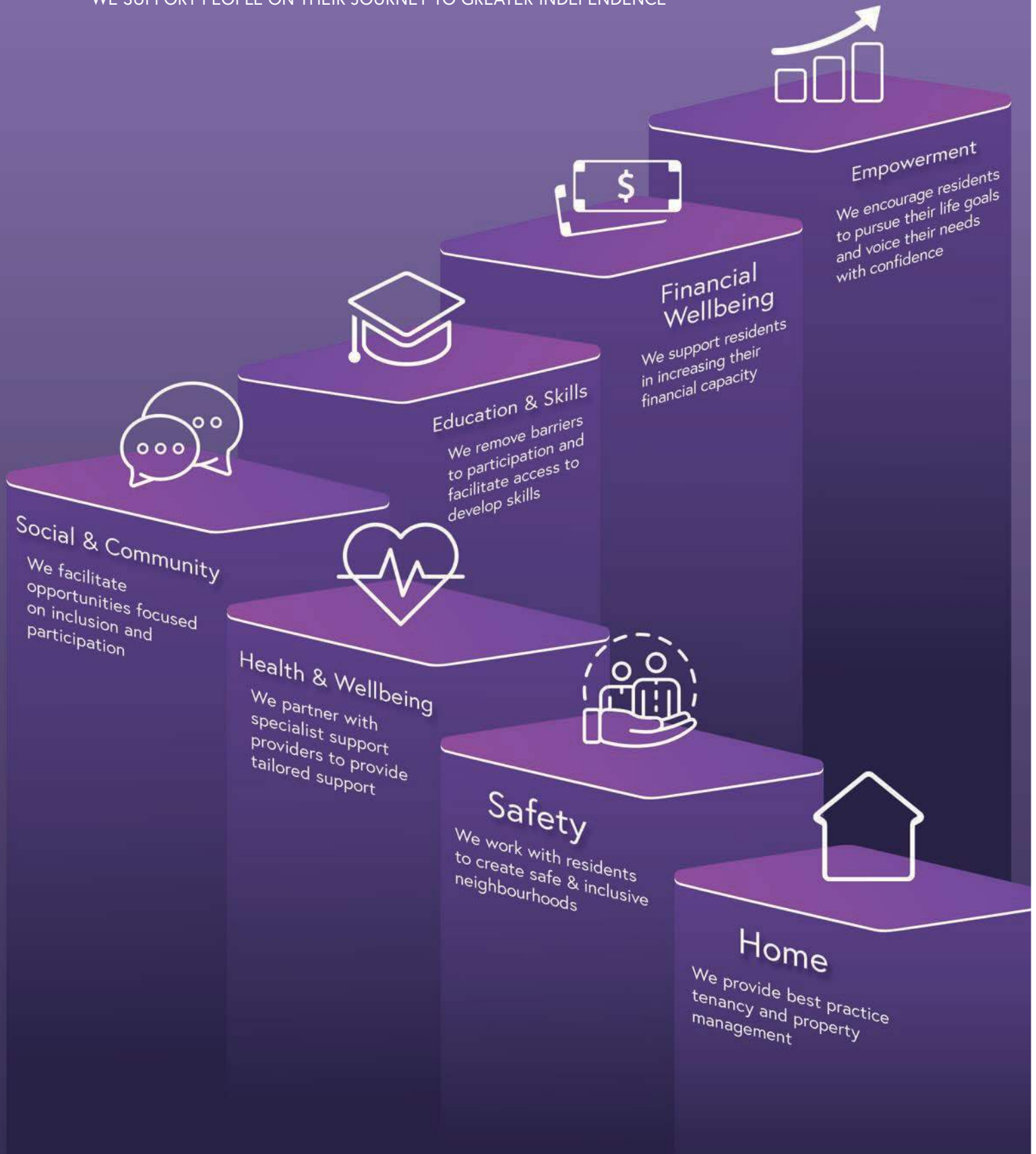
### MONEY MINDED WORKSHOP

Our residents have told us they would like to learn better ways to manage their money. At this workshop, residents can learn how to take control of their finances. Topics covered include creating budgets, reducing debt, saving money, managing credit cards and more.



# SOCIAL OUTCOMES FRAMEWORK

WE SUPPORT PEOPLE ON THEIR JOURNEY TO GREATER INDEPENDENCE



## DIGITAL BASICS WORKSHOP

As everything is increasingly going online, this workshop helps residents learn how to use the internet and modern technology. The workshop has a particular focus on learning computer basics, online banking, emails, navigating Centrelink, social media and more.

## EMPLOYMENT & TRAINING

### OPPORTUNITY PATHWAYS PROGRAM

This program supports social housing residents with employment and training aspirations to achieve their goals. Residents are offered the opportunity to gain skills and qualifications as well as work with a dedicated Opportunity Pathways worker who will assist with resume writing, interview skills, job searching and much more.

## SOCIAL HOUSING TAILORED SUPPORT COORDINATION SERVICES

We recognise the importance of tailored support in delivering better outcomes for tenants and have implemented a systematic, proactive and innovative approach for all new residents to assess their needs, develop personal support plans, monitor progress and measure well-being.

Our dedicated Support Unit works in partnership with residents to develop personal support plans at the time they enter into a tenancy. Each resident undertakes a survey to identify their needs (low, moderate or complex).

The plans consider personal health and well-being, education, training, employment needs, and goals. Residents are asked to answer questions about their personal well-being using the validated Personal Well-being Index (PWI). These, and other answers, provide a baseline to measure service impact through changes in well-being overtime.

Following this, we work together with residents to identify their aspirations and the level of support they require, and

link them up to internal and external support services that will help them achieve their goals.

## EVENTS AND SOCIAL ACTIVITIES

Events are a key mechanism of our engagement approach. With the guidance of the Resident Advisory Group and residents' feedback, we establish a calendar of annual events and activities that target a range of residents including those from our priority target groups.

We are also flexible in offering ad hoc events when we identify that there is a need or desire from our residents for particular activities throughout the year.

The purpose of these events and activities is to provide our residents with the opportunity to socialise with other residents, share experiences and knowledge, gain new experiences that enhance their wellbeing, and feel connected with their neighbours and the Evolve Housing community.

## TAILORED PLACE-MAKING

Our portfolio contains many full blocks that we manage. We work with the resident groups in certain blocks to enhance their community space, with the aim of encouraging residents to engage with each other and establish a harmonious community. These tailor-made projects can include revamping the community room, revamping the garden and landscaping, and adding outside seating for residents to gather and spend time together.

## COMMUNITY GARDENS

This program is run in partnership with Community Greening, and encourages social time between residents while also delivering fruits and vegetables for our communities to enjoy. The community garden enables our residents to meet their neighbours, share fresh produce and feel like they are part of their community.

### FRIENDSHIP AGED NETWORK (FAN)

Residents who are 50 years and over, and are living on their own or are socially isolated, can receive a friendly phone call from a fellow volunteer resident on a weekly basis to have a chat and feel connected.

### SENIORS OUTINGS

We know many of our senior residents can feel lonely or isolated so regular outings are organised throughout the calendar year. These events are aimed at providing social interaction and reducing isolation for Evolve Housing's elderly tenants.

### IMAGINATE — SCHOOL HOLIDAY FAMILY EVENT

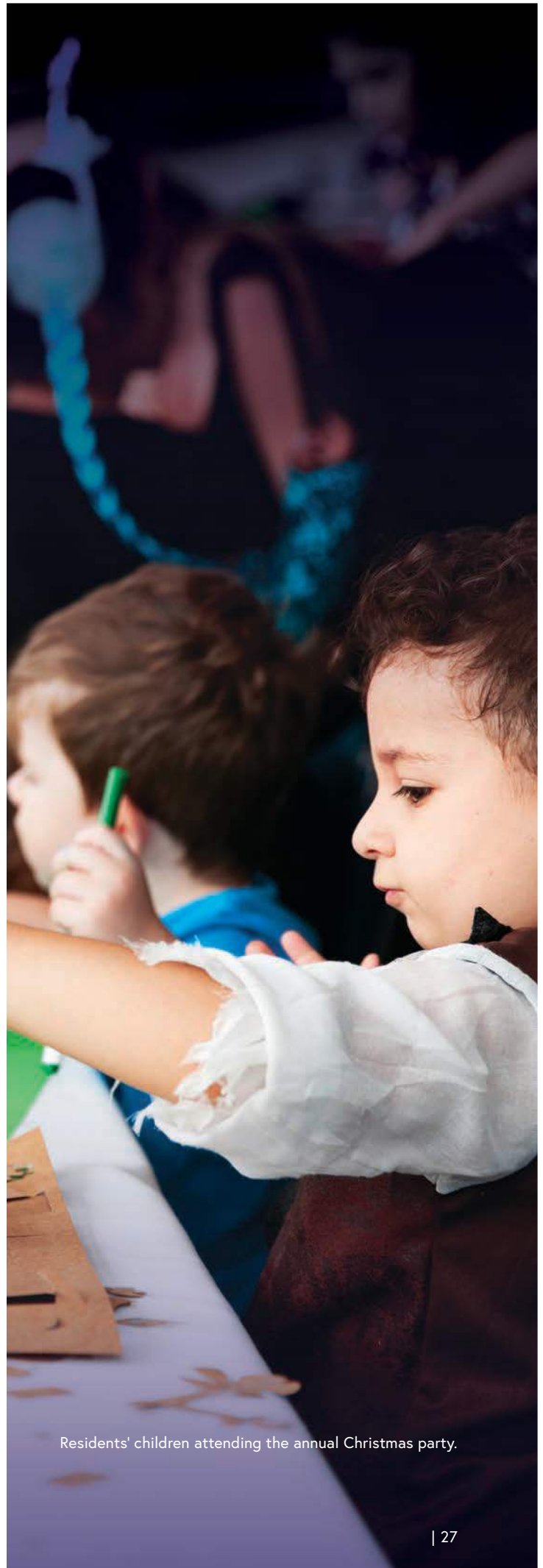
Many of our tenant households comprise of families with small children. At Evolve, we have developed a program of interactive school holiday events held every school holidays. This initiative, IMAGINATE, encourages children to participate in creative activities such as science, art, music, robotics and physical activities. IMAGINATE enables children to explore new activities and exposes them to adventure, learning, knowledge and most importantly, fun!

### WOMEN'S GROUP

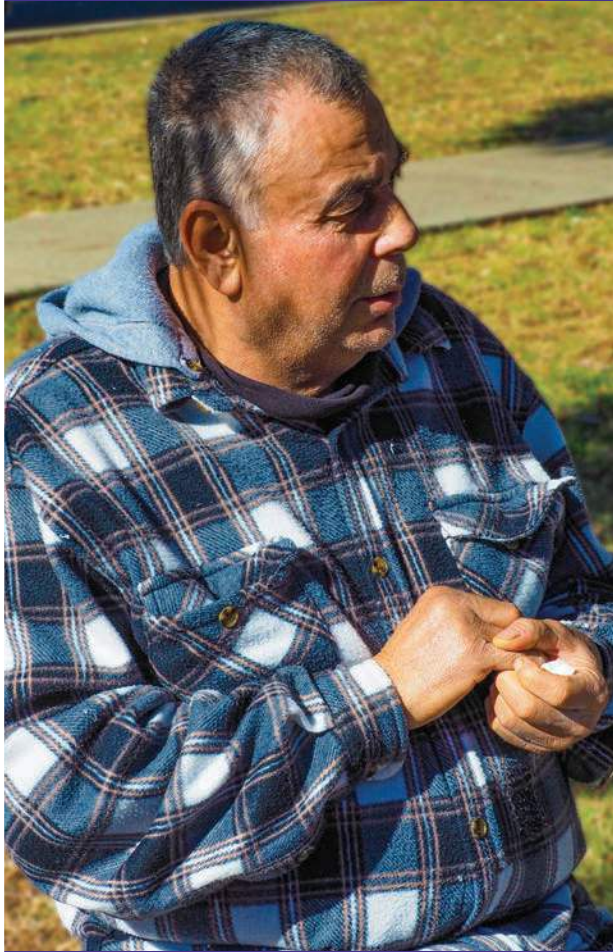
This bi-monthly initiative was driven by residents themselves who felt that they would enjoy the opportunity to come together over a cup of tea to talk with other women and share experiences with discretion and respect.

#### LEARNINGS:

Our Community Engagement Team reviews our programs as part of our general operations. This allows us to ask our residents about their experience, learn about how these programs have impacted their lives and identify any recommendations that will help us to continuously improve our programs for residents.



Residents' children attending the annual Christmas party.



Photos: Residents of Evolve Housing



# MEASURING OUR SUCCESS

## MONITORING AND REVIEW

Evolve Housing is committed to the implementation of this strategy to ensure employees from across the whole of the business, including our Board and Executive, demonstrate a philosophy that embeds resident participation and voice throughout all our operations.

To ensure that Evolve Housing delivers continuous improvement in the way that it engages with its residents and enhances resident voices, we will review the current strategy in 12 months and evaluate its success.

Resident of Evolve Housing

# MAKING SURE IT'S PERSON CENTERED AND ASKING WHAT DO YOU WANT TO GET OUT OF THE PROGRAM?

OPPORTUNITY PATHWAYS, CASE COORDINATOR

## REVIEWS

We are committed to conducting quarterly reviews to determine how we are tracking against our strategy to ensure we continuously improve the ways that we engage with our residents and offer a journey that incorporates resident voice.

ACTION	BY WHO	DESIRED RESULT
Employees will engage in one resident engagement activity in year 1 each	All Evolve Housing Board members, Group Executive Team members and employees	90% of employees across the business will achieve this outcome
Every business unit will provide evidence of one form of resident consultation (e.g. a process, policy, procedure, program)	All Business units	100% of business units will achieve this outcome
Surveys will be conducted to receive regular feedback from residents on specific programs, events and activities	Resident Engagement team	A minimum of 10 surveys conducted within 12 months with 30% completion rate
Hold 10 Resident Advisory Group Meetings in the year	Resident Engagement team	100%
Facilitate a minimum of one activity/ event targeting our priority cohorts	Resident Engagement team	100%
Host a resident workshop at the close of the year to determine if they recognised the employees' actions and felt more heard	Resident Engagement team	75% of workshop attendees report a noticeable improvement
Business units surveyed at close of the year to determine if their understanding of residents felt stronger.	Resident Engagement team	75% identify an improvement
Documented evidence of feedback provided by residents results in change	All Evolve Housing Board members, Group Executive Team members and employees	80% of feedback provided by residents results in change made

# THRIVING COMMUNITIES FOR ALL PEOPLE

AFGHANISTAN • ALGERIA • ARGENTINA • ARMENIA • AUSTRALIA • AUSTRIA • AZERBAIJAN • BAHRAIN • BANGLADESH • BOSNIA AND HERZEGOVINA • BRAZIL • BULGARIA • BURUNDI • CAMBODIA • CAYMAN ISLANDS • CHILE • CHINA • CONGO • CROATIA • CZECH REPUBLIC • EGYPT • EL SALVADOR • ETHIOPIA • FIJI • FRANCE • GERMANY • GHANA • GREECE • GUINEA • HONG KONG • HUNGARY • INDIA • INDONESIA • IRAN • IRAQ • IRELAND • ISRAEL • ITALY • JAPAN • JORDAN • KENYA • KOREA • KUWAIT • KYRGYZSTAN • LAOS • LEBANON • LESOTHO • LIBERIA • MACEDONIA • MALTA • MARIANA ISLANDS • MEXICO • MONTENEGRO • MOROCCO • MYANMAR • NETHERLANDS ANTILLES • NEW ZEALAND • NICARAGUA • NIGERIA • NORTH SUDAN • PAKISTAN • PALESTINIAN TERRITORY • PAPUA NEW GUINEA • PERU • PHILIPPINES • POLAND • PORTUGAL • ROMANIA • RUSSIAN FEDERATION • SAMOA • SAUDI ARABIA • SERBIA • SIERRA LEONE • SOMALIA • SOUTH AFRICA • SOUTH SUDAN • SPAIN • SRI LANKA • SWITZERLAND • SYRIAN ARAB REPUBLIC • TAIWAN • THAILAND • TIMOR-LESTE • TONGA • TURKEY • TURKS AND CAICOS ISLANDS • UKRAINE • UNITED ARAB EMIRATES • UNITED KINGDOM • UNITED STATES • URUGUAY • UZBEKISTAN • VIETNAM • YEMEN • ZIMBABWE

