



# EVOLVEHOUSING

## RESIDENT ENGAGEMENT STRATEGY

2024 – 2028

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

Our 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 SUPPORT





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February, 2024



LANGUAGE ASSISTANCE AVAILABLE

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## ENVIRONMENT

Evolve Housing cares about the environment.

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COVER PHOTO: Resident at an Imagine event.

# EVOLVEHOUSING

ONE VOICE, ONE TEAM

## RESIDENT ENGAGEMENT STRATEGY

2024 – 2028



### 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 Peoples to our services, as we walk together towards reconciliation.



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## WELCOME FROM THE CEO

LYALL GORMAN

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 our decisions.

Our 2024–2028 Resident Engagement Strategy has been developed to ensure that we are communicating with our residents on an ongoing basis through our strategy mantra—One Voice, One Team. This means we are actively incorporating our residents' feedback into the decisions that shape our tenancy management, support services, programs, and events.

Our goal is to create an organisation-wide culture where staff proactively seek feedback from our residents regularly so that resident perspectives become an essential part of our decisions.

The Resident Engagement Strategy will ensure that our residents are empowered and heard and that the actions of our employees and our organisation properly reflect residents' needs, wants, and perspectives. By implementing this strategy, we will break down barriers

between staff and residents and encourage a spirit of understanding and collaboration.

To put our words into action, we have outlined practical strategies, such as ensuring employees from all business units participate in at least one resident engagement activity per year, and to engage in meaningful resident consultations.

These initiatives are designed to facilitate face-to-face interactions, which is particularly important for our non-customer facing employees. This will spark conversation on how our work can be better tailored to enhance the resident experience.

We look forward to building stronger bonds with our residents and achieving many positive outcomes through implementing this strategy.



LYALL GORMAN

# ABOUT EVOLVE HOUSING GROUP

AT EVOLVE HOUSING, WE BELIEVE IN EVERYONE'S RIGHT TO A HOME.

Home is somewhere to feel safe and secure, and to be part of a community. We provide housing to those in need, and offer programs, activities, and services to enrich our residents' lives and help them feel connected to their community.

## OUR VISION

Thriving communities for all people.

## OUR PURPOSE

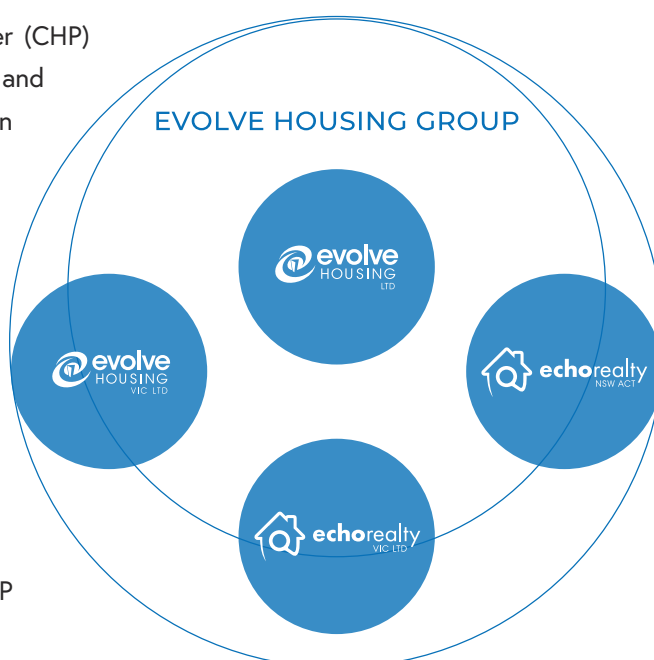
To enable more people in need to live in quality homes in thriving and inclusive communities.

## WHO WE ARE

Evolve Housing Group is recognised as one of the most innovative, high performing providers of social, affordable and key worker housing in Australia.

We are a Tier 1 community housing provider (CHP) registered by the NSW Government, and a housing provider registered by the Victorian Government. We are also one of the largest not-for-profit CHPs in Australia.

The Evolve Housing Group comprises Evolve Housing Limited and its controlled entities, including Evolve Housing Vic Limited (EHVL), EchoRealty NSW & ACT Limited (ERNAL) and EchoRealty Vic Limited (ERVL). The Evolve Housing Group is also a 15% member of Centacare Evolve Housing, a registered CHP in Tasmania.



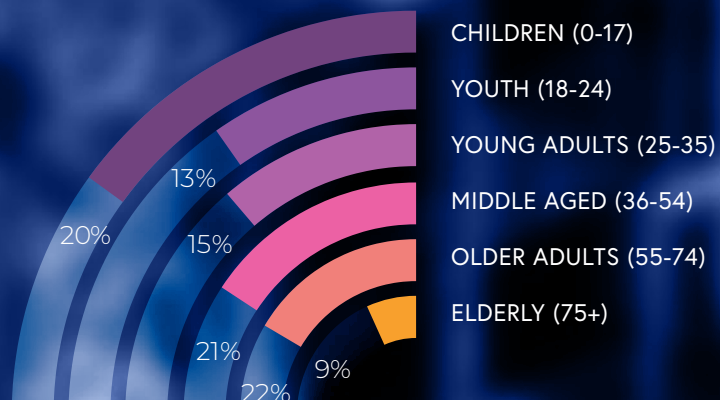
# OUR RESIDENTS

TENANT PROFILE 30 JUNE 2023

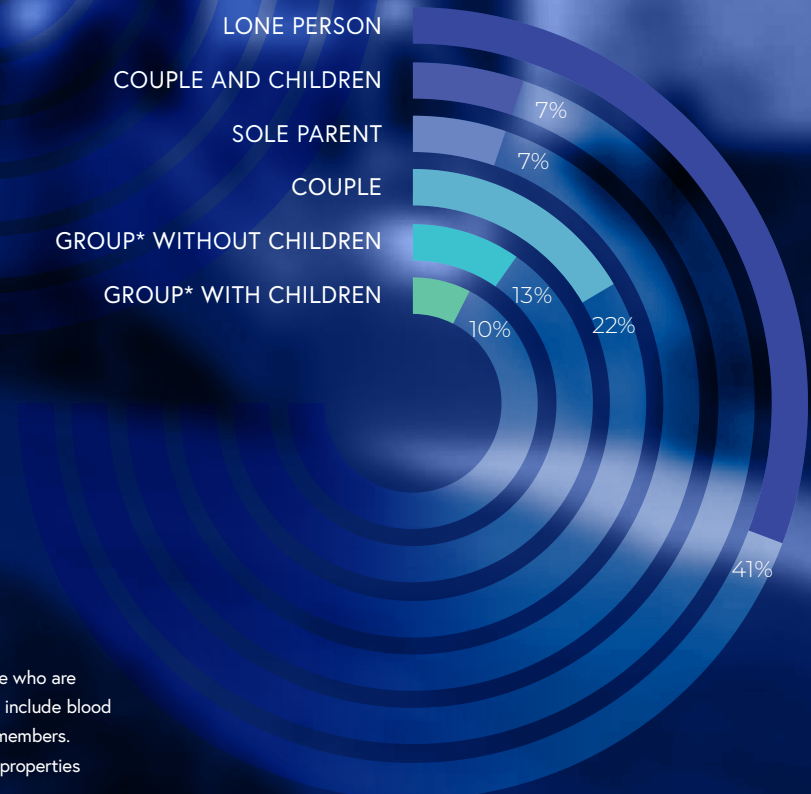
11,015 RESIDENTS

4,773 PROPERTIES<sup>†</sup>

## AGE GROUP



## HOUSEHOLD TYPES



\* 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.

<sup>†</sup> As of 30 June 2023, we manage more than 4,700 properties across NSW, Vic and THE ACT.



### WHO ARE OUR RESIDENTS?

At Evolve Housing, we want to see our residents and clients build a positive future for themselves and their families. To ensure they have the best possible chance to achieve this, we provide vital support to help them become active and engaged community members.

Evolve Housing has a diverse range of residents across all age groups, cultural backgrounds and household types. Our residents have varying aspirations and support needs, and it is important to know who they are to ensure we deliver housing programs and initiatives that meet their needs.

Evolve Housing is committed to continually reviewing data under our Priority Programs Strategy, to understand who our residents are and how to best support them. The strategy assists us in identifying who our priority cohorts are and further focus on targeted programs, partnerships, housing developments and strategies to meet the needs of these groups.

As part of our commitment through our Strategic Plan, the Priority Programs Strategy is reviewed and updated to ensure our programs are targeting those most in need.

### WHAT IS RESIDENT ENGAGEMENT?

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

Effective resident engagement establishes meaningful opportunities with a mixture of both formal and informal outlets, aimed

at influencing services, programs, policies, processes, and procedures to reach as many residents as possible and encourage our resident's voices whenever possible.

Resident engagement ultimately fosters a wide range of opportunities for our residents such as social inclusiveness and connectedness, ensuring access to programs and initiatives, improving social outcomes and building and sustaining cohesive communities











## WHY HAVE A RESIDENT ENGAGEMENT STRATEGY?

At Evolve Housing, we believe that adopting an effective Resident Engagement Strategy will empower our residents to have a stronger voice, helping us improve our systems, policies and processes while making better decisions that support our residents.

Our strategy was developed to improve employee understanding of resident engagement and give residents more opportunities to participate in events and programs. It also provides a way for residents to contribute to Evolve Housing policies, procedures, services and programs that impact them.

As part of the strategy, every staff and Board member is expected to participate in at least one resident engagement activity each year. Each key business unit will also be required to demonstrate how they have engaged with residents in at least one project or event.

The strategy supports our Strategic Plan 2024-2028 and works towards improving the lives of our residents while strengthening relationships between Evolve Housing and our clients.

Evolve Housing staff place our residents at the core of everything they do, which enables us to provide quality services and the ability to work as one team. Additionally, effective resident engagement provides a strong foundation for empowering our residents to better understand why decisions are made and builds trust between us, our residents, and the communities we work within.

When done well, resident engagement can support us to better focus our resources and determine which programs have the greatest impact on our residents' lives and their communities.



INSPIRATION

HONESTY &  
INTEGRITY

EMPATHY

ACCOUNTABILITY

RESPECT



## SOCIAL OUTCOMES FRAMEWORK

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



## STRATEGIC PLAN 2024–2028

The Resident Engagement Strategy is aligned with our organisation's Strategic Plan, Client Service Strategy and Social Outcomes Framework to deliver programs and outcomes in conjunction to our purpose and values, achieving the best outcomes for residents.

### EVOLVE HOUSING STRATEGIC PLAN 2024–2028

The Evolve Housing Strategic plan has four main goals:

1. Responding to housing need
2. Delivering exceptional Client Service
3. Improving lives and Strengthening Communities
4. Sustaining organisational excellence

The Resident Engagement Strategy supports two of the four main goals:

#### Goal 2 Delivering exceptional Client Service

##### Objective 1:

We deliver services to address the diverse needs of our clients

Key Actions:

- Review our Priority Programs Strategy to ensure we know our current priority groups tailoring our programs and respond to residents most in need
- Ensure the Support Unit team delivers a holistic, strength-based and trauma informed care service to better support residents with complex needs
- Implement our Reconciliation Action Plan.

##### Objective 2:

Our services are delivered with fairness and transparency

Key Actions:

- Review policies, procedures, and practices regularly in response to best practice and resident feedback such as via the Annual Tenant Satisfaction Survey, the Resident Advisory Group (RAG) and the Maintenance Advisory

Group (MAG) and ensure feedback materials are accessible in a variety of languages for varying abilities

- Review and refine Client Service Standards
- Undertake diversity training with all staff.

#### Goal 3 Improving lives and Strengthening

##### Communities

##### Objective 1:

Our clients receive the support they need

Key Actions:

- Monitor tenancies and make early referrals to the Support Unit team when issues are identified
- Align partnerships to client need to help broaden the scope of our support offerings
- Continue the implementation of the Personal Wellbeing Index (PWI) and Social Outcomes framework and associated programs
- Extend our support services (such as Opportunity Pathways—Social Impact Investment) outside of existing locations and target groups.

##### Objective 2:

We listen to our clients

Key Actions:

- Provide regular and varied opportunities for engagement and feedback from residents and clients and integrate input into our programs and service delivery
- Evaluate and refresh our Resident Engagement Strategy.

##### Objective 3:

We create cohesive communities by bringing people together

Key Actions:

- Design and implement targeted place-making initiatives
- Continue to provide opportunities for residents and clients to participate in their communities







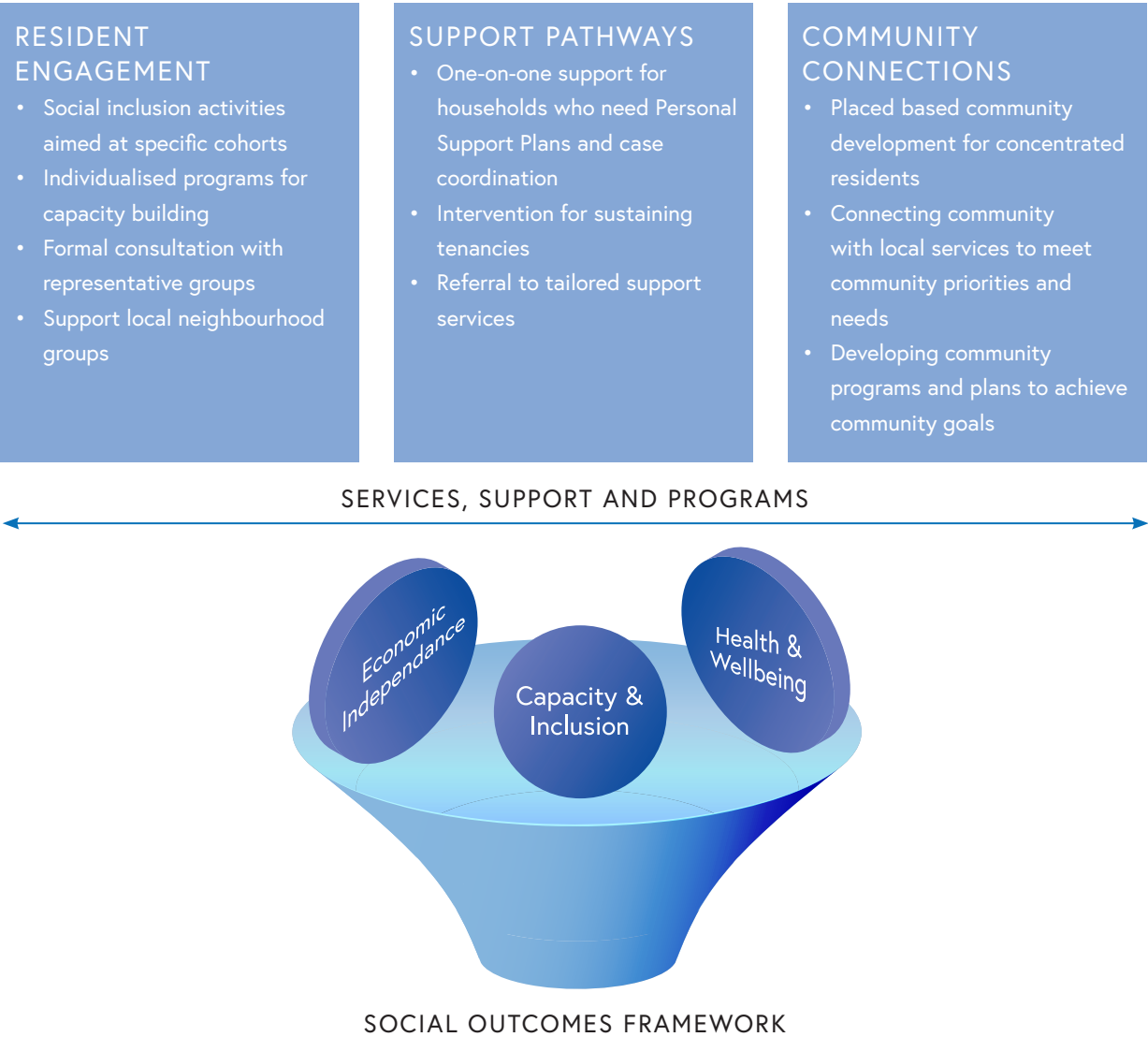
# EVOLVE HOUSING - PLACEMAKING FRAMEWORK

The Evolve Housing Community Connections and Placemaking Framework is a blueprint for working with newly established and existing communities to foster community growth, enhance capacity, and strengthen connections within our social housing neighbourhoods and the broader community.

The framework is designed to support our 2024-28 strategic priorities and leverage Evolve Housing's existing networks of services and programs while working in partnership with the Resident Engagement

Team. The key objective of the Placemaking Framework is to work alongside a community using a placed-based approach to identify the needs and priorities of a community that connects local services and supports to improve overall quality of life.

The below diagrams represent a holistic approach to the partnership between Resident Engagement, Support Pathways and the Community Connections teams in delivering support to our residents.



## APPROACH AND VISION

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 ensures 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 voice.

Our staff are committed to our residents; they are at the heart of everything we do. At Evolve Housing, all business units including our Board and Executive teams encourage resident interaction and collaboration regardless of whether their role is resident facing or on a more corporate, administrative level.

We want to continue the great results achieved through our original strategy, and to do so, we have reflected, reviewed and shifted our key priority areas to support our transition into the next phase of this four-year strategy.

The development of this new strategy was executed by seeking feedback via surveys with residents and staff, collating the results and reflecting on learnings and insights with our Resident Advisory Group (RAG) and Resident Engagement Team. These learnings and insights have highlighted small shifts, added new focuses to programs and resident-advised changes that will strengthen our approach while maintaining our vision of keeping our residents at the heart of everything we do.

## KEY PRIORITY AREA 1

### INCREASE SOCIAL INCLUSION AND WELLBEING

We want to ensure that our resident engagement initiatives align to what our many different cohorts of residents are telling us. We undergo consulting and brainstorming sessions with our residents to further understand areas of priority to them so we can align upcoming programs and events around these interests.

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 areas they indicate they need support in. These areas range from education and employment, social activities and inclusion, financial skills and assistance, health, and wellbeing and more.

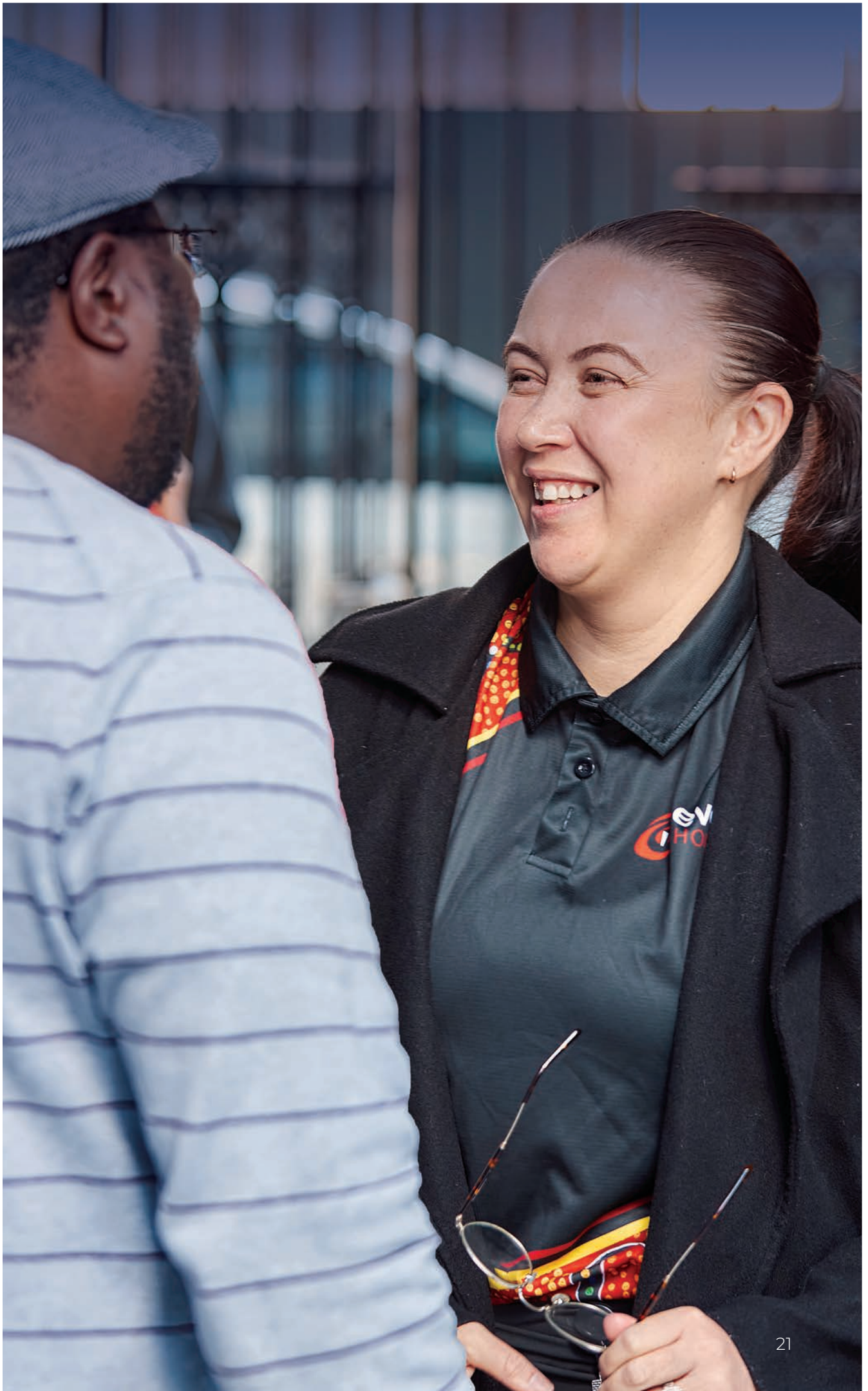
### COMMUNITY CONNECTIONS

A vital part of social connection stems from inclusion and participation within our communities. To encourage further engagement for our residents within their local communities, we work toward better understanding specific community events and initiatives, having strong partnerships with local schools, councils, facilities and community-based organisations. This is to ensure our residents are better informed and linked to their local communities' activities so they can engage and participate in opportunities that benefit their lives and wellbeing.

### FINANCIAL SUPPORT

We know the importance of education and physical activity for our resident's well-being and development. To support the financial costs associated with these activities we provide grants to lighten the expenses of residents participating in school, tertiary education or physical activity.





### GO! GRANTS

We know physical activity is important for growing children and to support their development and growth. Go Grants offer limited financial support 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 limited financial support for residents to study a trade, or complete a course at university, a private college or TAFE. This program helps residents purchase items that are a requirement to complete their course.

### PRIMARY AND HIGH SCHOOL HELP

We want to see children get the best possible chance at education. This grant offers limited financial support for residents with children currently in primary and 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 Microfinance. 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 would need to be linked in with our Support Pathways program.

## COMMUNITY ROADSHOWS

Staying connected with our residents is the foundation of resident engagement. To do this, we facilitate Community Roadshows where we host a gathering at varying blocks throughout the year inviting residents from that block to join us. These gatherings create a great opportunity for us to gauge what's important

to our residents as we listen to their needs including any issues they may be experiencing and provide information on our existing support, programs, events and grants available to them.

## 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. This workshop covers topics that include creating budgets, reducing debt, saving money, managing credit cards and more.

### 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.

## EVENTS AND SOCIAL INITIATIVES

Events are a key mechanism of our Resident 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* activities when a need has been identified or we've been informed by our residents about activities throughout the year. The purpose of these events and activities is to provide our residents with the opportunity to engage and socialise with other residents, share experiences and knowledge, gain new experiences that enhance their wellbeing and to feel connected with their neighbours as well as the wider Evolve Housing community.



## PLACEMAKING

The role of Placemaking in the community aims to achieve carefully designed places and spaces to entice and encourage people to gather and connect, stimulate engagement, and build a sense of shared ownership and responsibility for shared assets; and in doing so, build the social capital at each location.

At Evolve Housing, we have two approaches to Placemaking that encompass both short and longer term tailor-made initiatives.

### COMMUNITY CONNECTIONS CO-ORDINATOR

The Community Connections Co-Ordinator is an innovative role which unites aspects of both Community Engagement and Support with Placemaking at its center.

The role incorporates an integrated 'place-based' approach to providing wraparound support and engagement to both newly established and long-term communities, creating a sense of place and making it easier for tenants to engage with their new community.

The Community Connections Coordinator works closely with the community to build ongoing trusting relationships and identify their priorities and interests to engage across all ages. As a result of this consultation and research a resident engagement program with relevant activities is planned to connect tenants to local programs and services while they are receiving social support as needed.

### REIMAGINING COMMUNITIES AND SPACES

Our Resident Engagement team actively consult with our residents from across our many unit complexes to identify short term tailor-made activities that inspire creativity and expression so that we can enhance

common spaces and bring the community of that complex working together.

These tailor-made projects may look like revamping the community room or garden, inviting the residents of that block to work together on a particular project, or looking at ways to support residents to feel safer in their community and space.

## COMMUNAL CARETAKER PROGRAM

The Communal Caretaker program is a volunteer program designed to assist with the maintenance and cleanliness in bin bay areas and common area surrounds within Evolve Housing's unit complexes.

The program aims to provide cleaner communal areas which promotes a stronger sense of community and increased satisfaction of our tenants resulting in reduced complaints relating to bins and rubbish. Additionally, the program creates an opportunity for residents to participate in an initiative where they can build capacity, feel empowered, and participate in a potential financial cost saving opportunity.

## COMMUNITY GARDENS

The Community Gardens program is run in partnership with Community Greening and encourages social time between residents whilst 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, 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.





## IMAGINATE

### SCHOOL HOLIDAY FAMILY EVENT

Many of our tenant households comprise of families with children. At Evolve Housing, we have developed a program of fun and interactive events held every school holiday.

IMAGINATE encourages children to participate in creative and skills-based activities such as science, art, music, robotic and physical activities.

IMAGINATE enables children to explore new activities and exposes them to adventure, learning, knowledge and most importantly, fun!

## WOMEN'S COFFEE CLUB

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.

Our Resident Engagement team review our programs as part of their general operations. This allows the team to ask 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.

KEY PRIORITY AREA 1 ENGAGEMENT OBJECTIVES	KEY PRIORITY AREA 1 SUGGESTED STAFF ACTIONS
Improve existing programs, events, and initiatives in response to resident data	<ul style="list-style-type: none"><li>• Provide surveys to residents to gather feedback</li></ul>
Increase participation in programs, events, and initiatives	<ul style="list-style-type: none"><li>• Implement resident feedback to ensure programs, events and initiatives meet resident needs</li><li>• Explore other avenues of promotion of programs, events, and initiatives</li><li>• Work closely alongside Evolve Housing's Marketing, Pathways programs, Business Support, Contact Centre, and Housing Managers to connect with residents</li><li>• Resident Engagement to attend Resident Services team meetings</li></ul>
Develop tools for measuring outcomes for residents	<ul style="list-style-type: none"><li>• Explore and research tools for measuring social impact</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, enhance their well-being and journey with us.

We are constantly communicating with our residents and identifying ways that allow us to better reach, listen and include their voice. This includes capturing the voice of our Culturally and Linguistically Diverse, and Aboriginal and Torres Strait Islander residents, and most vulnerable residents including seniors and residents living with a disability.

We regularly review with resident groups how we can best communicate and engage with them through our varied platforms including SMS, our website, by mail, Evolve News, and online video conferencing platforms.

### RESIDENT ADVISORY GROUP (RAG)

The RAG is a formal advisory group underpinned by Terms of Reference and elected two-year membership. The members represent and promote the interests of residents and encourage feedback on internal policies, procedures, programs, and services. Consultation with our RAG members is a key form of resident participation that enables us to receive feedback on the issues that affect residents.

Our RAG consists of 15 members representing diverse backgrounds and language groups, who meet monthly between February and November. The members invite regular guest speakers from the organisation including Board Directors to come and speak about topics that impact their tenancy and provide feedback and suggestions to better improve service delivery and ensure their voices are heard at every level of the organisation.

### MAINTENANCE ADVISORY GROUP (MAG)

The MAG is a formal advisory group underpinned by Terms of Reference and elected every two years. The members meet bimonthly from March to November and their purpose is to represent and promote the interests of residents in matters relating to maintenance. The group operates in parallel to the Resident Advisory Group as a formal mechanism of consultation with a solemn focus on providing feedback on property maintenance, general maintenance and lawns and grounds.

### COMMUNICATION PANEL

The Communication Panel is made up of Evolve Housing residents who review the letters, SMS's, 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 to any Evolve Housing resident to become involved, and we strongly encourage residents to join.

### RESIDENT CONSULTATION

Resident Consultation is a good way to capture data, feedback and information from residents that can help us better improve our service delivery. At Evolve Housing, we have three key formats of consulting with our residents:

**TENANT SATISFACTION SURVEY**—This is conducted every 1–2 years with residents and provides us the opportunity to understand what we are doing well and where there are opportunities for improvement. These surveys are conducted by Community Housing Industry Association (CHIA) and Evolve Housing.

**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.

**FOCUS GROUPS**—These are conducted in person with a group of residents to discuss a specific event, workshop or program with the intention to provide feedback, evaluate or make improvements and recommendations.

### RESIDENT INTERVIEW

THE VOICE OF JAMES & ANNA

WHAT DO YOU SEE THE ROLE OF THE RAG TO BE?

A forum that offers residents the chance to provide their feedback to Evolve Housing on important matters including policies, procedures, events and programs. Overall, the role of the RAG is to represent the interest of the residents and work to improve their quality of life.

WHAT HAVE BEEN SOME ACHIEVEMENTS OF THE RAG SO FAR?

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

HOW DOES THE RAG HELP RESIDENTS?

We represent residents to make sure their views are considered. We often provide feedback to Evolve Housing on ways to improve their service and are a part of discussions that influence decision-making to make sure it benefits residents. Overall, the RAG plays a vital role in bridging the gap between Evolve Housing's management and its residents.







KEY PRIORITY AREA 3

COLLABORATION—  
EVOLVE RESIDENTS AND STAFF

Evolve Housing acknowledges that for our residents to feel respected, inspired and empowered to have a voice and be heard, it is crucial that our staff understand who our residents are so that we as a business can empathise with their needs, vulnerabilities, and aspirations.

By doing so, we 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 five key business units. (See diagram below.)

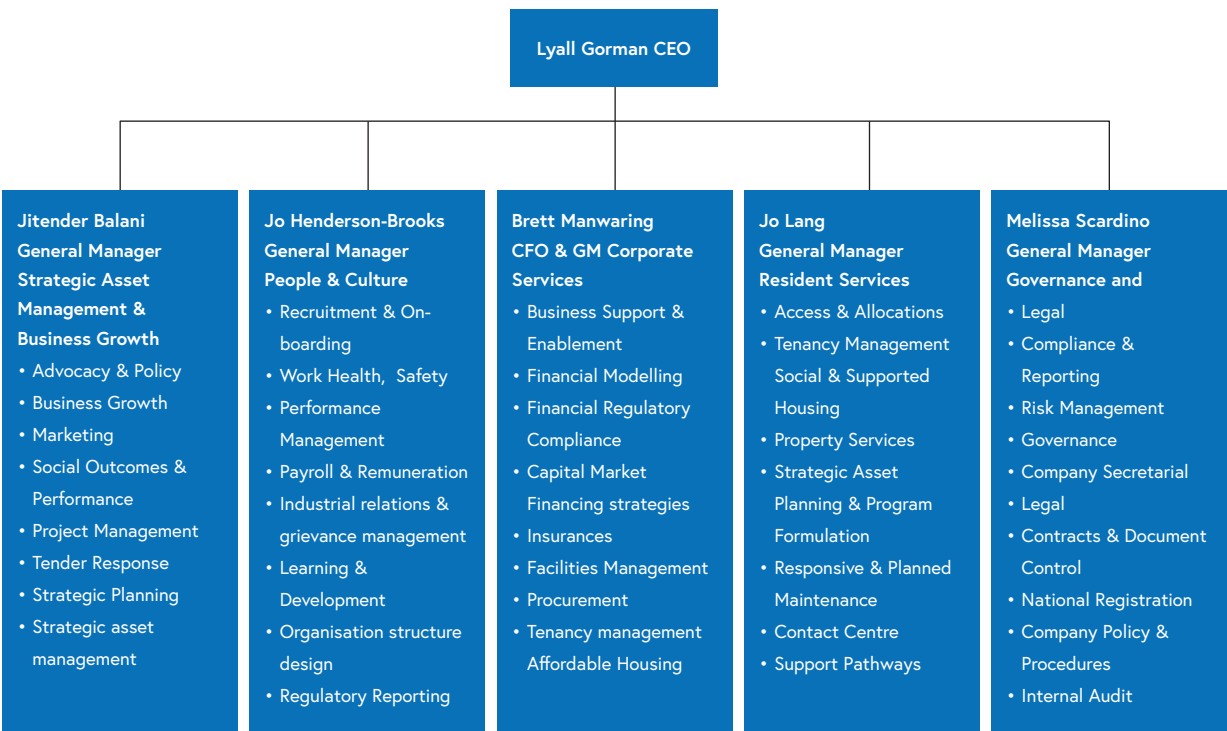
Through our previous strategy, we set a target for staff across all business units to participate in resident

engagement activities and consult with residents where possible on matters that directly impact their lives.

We have incorporated changes made by business units directly linked to feedback received by our residents and have embedded reporting processes that allow us to clearly outline how we had listened.

After consulting with different business units, they told us how rewarding it was to have the opportunity to engage with residents as it allowed them to gain a better understanding of our residents' needs.

For some, if it weren't for the strategy, they would not have been offered this experience of interacting in resident engagement over the 12-month period and they were especially grateful.





## OUR STAFF HAVE SAID

"I have been engaged in several activities and it is always positive to spend time with our residents and connect with other staff members. Resident Engagement is fundamental to connecting with our residents and understanding their needs."

"Extremely satisfying. Increased my awareness of our clients and their needs and further validated our 'purpose'."

"I was impressed with the level of attendance and the enthusiasm of both the parents and the children who attended. I strongly support these engagement initiatives as it helps us (non-customer facing employees) better understand our tenants."

"I thoroughly enjoyed spending time with the residents in their environment in a casual setting that allowed us the time to spend listening to their stories/experiences and learn more about who they are."

"I loved being able to form a greater connection with residents, it allowed me to form a stronger rapport and

the resident demonstrated a deeper trust in my ability to support them."

"I love doing this work as it is different dynamic of interactions with clients."

Through this revised strategy, we will continue to work with staff across all business units to maintain our internal philosophy of *One Voice, One Team*. To demonstrate this commitment, each staff member, as part of their Performance Development process, is required to provide details on how they have undertaken one form of resident engagement that is not part of their day-to-day job description. We will ensure staff have various engagement opportunities to achieve their target throughout the year and promote the various activities and initiatives on our internal platforms.

In the initial stages of the Resident Engagement Strategy, we listened to our staff on how they could achieve their Engagement Objectives and listed some of these suggestions below. We also encourage ongoing suggestions from our staff and continue to foster their creativity and support towards Resident Engagement.

KEY PRIORITY AREA 3 ENGAGEMENT OBJECTIVES	KEY PRIORITY AREA 3 SUGGESTED STAFF ACTIONS
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 or via a resident newsletter.</li> <li>• Introduce a 'program of the month' whereby those in contact with residents promote a specific program.</li> </ul>
Board members, Executives and staff that are not front line facing will gain a better understanding and connection to our residents	<ul style="list-style-type: none"> <li>• Coordinate 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.</li> <li>• Feature in an article or publication for all residents via the newsletter.</li> </ul>
Receive feedback from residents more regularly with multiple channels	<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 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 Evolve Housing's resident volunteers to better understand our current and future operating environment	<ul style="list-style-type: none"> <li>• Have resident volunteers come and help with basic jobs or tasks in your area or just observe and be part of your team for the day.</li> <li>• Board and Senior members are invited to Resident Advisory Group meetings to share information on new funding and updates on government direction</li> </ul>



KEY PRIORITY AREA 3 ENGAGEMENT OBJECTIVES CONT'D.	KEY PRIORITY AREA 3 SUGGESTED STAFF ACTIONS CONT'D
Resident Advisory Group are consulted wherever possible on any new initiatives or service changes that directly impact the lives of our 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, letters etc to be shared for consultation and feedback with RAG members</li> </ul>
Maintenance Advisory Group	<ul style="list-style-type: none"> <li>• Coordinate 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.</li> <li>• Feature in an article or publication for all residents via the newsletter.</li> </ul>
Receive feedback from residents more regularly with multiple channels	<ul style="list-style-type: none"> <li>• Attend a Maintenance Advisory Group meeting and gather feedback on system improvements</li> <li>• Survey members on their experience with contractors</li> </ul>
Increase residents' opportunities to have a voice	<ul style="list-style-type: none"> <li>• Host a working group of residents to assist with design on 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>





## MEASURING OUR SUCCESS

We are committed to conducting quarterly reviews to determine how we are tracking against our strategy to ensure we continuously improve the ways we engage

with our residents and offer a journey that incorporates resident voices.

ACTION	TARGET GROUP	DESIRED RESULT
Staff will engage in one resident engagement activity annually	All Evolve Housing Board members, Executives and staff	85% of target group staff across the business will achieve this outcome
Every business unit will need to participate in one consultation with residents (i.e. on a process, policy, procedure, program)	All business units	100% of business units will achieve this outcome
Meaningful surveys will be undertaken with residents which will gather data that can inform change to programs, events and initiatives	Resident Engagement Team	A minimum of four surveys conducted within 12 months
Facilitate ten Resident Advisory Group meetings annually	Resident Engagement Team	100% completion rate
Facilitate five Maintenance Advisory Group meetings annually	Property Services Manager supported by Resident Engagement team	100%
Host three workshops in the year gathering feedback from residents on a program, initiatives and process.	Resident Engagement Team	100%
Facilitate six Community Roadshows per year at varying blocks	Resident Engagement Team	100%
Documented evidence of feedback provided by residents' results in change	All Evolve Housing Board members, Executives, and staff	80% of feedback provided by residents results in change made

## MONITORING & REVIEW

Evolve Housing is committed to the implementation of this strategy to ensure staff from across our business, including our Board and Executives, demonstrate a philosophy that embeds resident engagement and

collaboration throughout all our operations.

To ensure continuous improvement and measurable outcomes, the Resident Engagement Strategy will be implemented, reviewed and monitored over four years.

# EVOLVE HOUSING

THRIVING COMMUNITIES FOR ALL PEOPLE




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