

OUR SERVICE STANDARDS

FACTSHEET

Our service commitment to you:

We are committed to providing you the best client service possible. You can expect us to deliver our services with fairness, equality, dignity and respect. Our commitment to you is that we will strive to exceed your expectations.

This Fact Sheet is our statement of the standards and service commitment that we expect all staff of Evolve Housing to provide to all people who engage with us. Our staff are expected to provide services guided through policies and underpinned by our core organisational values of: Inspiration, Integrity and Honesty, Empathy, Accountability and Respect.

What you can expect from us

Evolve Housing will:

- Treat all residents equally, showing dignity and respect at all times
- Always act with honesty and integrity
- Support active decision-making and freedom of individual choice for all our residents by helping them (and their carer, if they have one) make informed choices
- Provide assistance whenever possible with interpreting our documents into another language
- Ensure that the information about you held by Evolve Housing is secured, treated sensitively and maintained in a confidential manner
- Respect your privacy by complying with privacy law
- Ensure you can gain access to the personal information we hold about you (subject to privacy law)
- Ensure you are fully informed of your rights and responsibilities as a client of Evolve Housing

- Provide you with timely communication about policy changes that affect your tenancy
- Make sure all our staff act according to our Code of Conduct and our values
- Give you information about our complaints process and how to access it
- Give you the option to use an advocate to assist you in dealing with Evolve Housing
- Accept any concerns or other feedback you have about Evolve Housing services, and deal with them in a timely and appropriate manner
- Give you the opportunity to have your say in a safe and respectful way
- Ensure we give you enough information about our services, so that you can have realistic expectations of what we can provide to you

Help us to help you

We want to make sure you receive the best possible service. To help us do this, please:

- Treat our staff with courtesy and respect
- Try to keep your appointment at the agreed time or let us know as soon as possible if you need to change it. If you are not well, please let our staff know and we will reschedule your appointment.
- Provide us with accurate and up-to-date contact information (email address and mobile phone number) and let us know the best way to contact you
- Tell us about any changes to your needs or circumstances
- Give us honest feedback about our services

Table 1: Service Standards

| ACTION | SERVICE STANDARD |
|---|--|
| Phone calls, emails, messages, missed calls. | Call back and/or acknowledge or respond to a client by close of business the next business day |
| Phone calls to 1800 myevolve, myecho and Opportunity Pathways | *80% of all calls answered within 3 minutes (20% contingency for high volume calls due to weather and other major impacts to services). *During office hours based on normal staff ratio |
| Missed calls or message to Contact Centre | Call back within 24 hours on weekdays (next business day) |
| Emails to myevolve, and e-repairs. | Emails acknowledged before close of business the next business day |
| Housing Pathways Applications | Applications with completed information will be accepted and completed within 28 days. |
| Letters | Acknowledge letters within 2 working days Respond with a solution/outcome within 20 working days |
| Resident visits | A minimum of one complete resident visit in a 12-month period for each household |
| Well-being check-in | Targeted phone call to residents who need extra support |
| Repairs and Maintenance | Urgent, within 4 hours of being notified. Priority 1, no later than 5pm on the next business day. Priority 3 & 5, within 3–5 business days of being notified. General maintenance, within 28 calendar days of being notified |
| In person appointment | Staff members to be on time for appointments or office staff to advise client if there is a delay within 10 minutes of registering arrival |
| In person no appointment | Office staff will identify an appropriate staff member to meet with the client within 10 minutes or arrange an alternative appointment |
| Complaints and Appeals | Acknowledge complaint within 2 working days Investigate and respond in writing within 20 days |
| Client documents and information | Call back and/or acknowledge or respond to a client within 24 hours or next business day |
| Client Communications | Information that affects normal operations of the organisation is communicated within 2 hours via social media channels |
| Business enablement systems | Internal communication to advise of impacts for normal operations communicated within 2 hours via email |
| Rent Statement | Rent Statement within 14 business days on request |
| Rent Review | Complete and advise of Rent Review changes within 14 business days |

Further information

For more information or answers to any questions, please visit or contact the Evolve Housing head office:

Address: Henry Dodd House

9-13 Argyle Street, Parramatta NSW 2150

Phone: 1800 693 865

Email: myevolve@evolvehousing.com.au Website: www.evolvehousing.com.au

[evolvehousing.com.au](http://www.evolvehousing.com.au)

Translation service

If you need help with interpreting or translation because English is not your first language, phone the All Graduates Translating and Interpreting Service on 1300 652 488. They will phone the housing organisation and interpret for you for free.