



Evolve Housing News

Summer – December 2025

VICTORIA

Save the date!



KidZonia Program - URBNSURF

Learn how to swim and surf in a fun, safe, and supportive environment.

Time: 10AM - 12PM

Date: 16th January 2026

Location: 309 Melrose Drive,
Tullamarine



RSVP HERE



Mums and Bubs Picnic

Time: 11AM

Date: 21st January 2026

Location: Queens Park

RSVP: Text Eliza on 0421 348 040

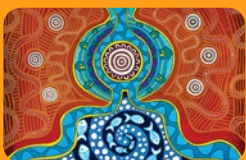


Sunshine North Block Party

We recently hosted a Block Party in Sunshine North to welcome our new EchoReality and Evolve Housing renters to the community. The day was a success as employees and renters got to know each other.

The day was filled with creative and engaging activities with renters having fun decorating their own tote bag. Things then got a bit competitive during the Cornhole Competition with many renters showing off their impressive throwing skills. We also surprised some renters with lucky door prizes. Information stalls were set up where employees answered questions and shared useful resources to help renters settle in.

The highlight of the day was the renters coming together to vote for the name of their Communal Room. The winning name, Sunshine Connection Room, reflects warm, community spirit Sunshine North renters bring. Thank you to everyone who came along and helped make the day so special!



Acknowledgment of Country:

Evolve Housing acknowledges the Traditional Custodians of the land where we deliver our housing 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.



RAG Update

As the year ends, we'd like to extend a heartfelt thank you to our Resident Advisory Group (RAG) members for their incredible contributions over the past two years. Through their voluntary involvement, they've helped ensure renter voices are heard and have played a key role in shaping conversations with Evolve Housing around issues that matter most.

Join the RAG for the 2026-2027 term

Do you care about your community? Want to help improve tenant experiences and services? Nominations are now open for new members to join the RAG for the 2026 - 2027 term. To be eligible, you'll need to be available to attend meetings held monthly from February-November, every second Thursday, rotating between two locations.



Passionate about making a difference?

Please scan the QR code, we'd love to hear from you

Evolve Housing Holiday Office Closure



Evolve Housing wishes you a Merry Christmas and Happy New Year!

As the holiday season is nearing, we wanted to let you know that the Evolve Housing Moonee Ponds office will be closed from **Wednesday 24th December 2025** and will be reopening on **Wednesday 7th January 2026** from 9am.

During this time, online forms and emails will not be checked. For emergency maintenance* during this period, please call 1800 693 865.

*Emergency maintenance may include gas leaks, fire, flooding, electrical faults, and any major plumbing issues.

Parking Restrictions

As the festive season approaches, we encourage all renters to be mindful of parking restrictions in your area. Changes to parking rules such as clearways, timed zones, and permit areas can occur over the holidays, and fines can be costly. To avoid any surprises, please check your local council's website for up-to-date information on parking regulations and holiday changes.

Support Services during the holidays

GenWest

Support for family and domestic violence
1800 436 937

1800 RESPECT

National family and domestic violence support
1800 737 732

Lifeline Australia

24/7 crisis support
13 11 14

MensLine Australia

Counselling and referrals for men
1300 789 978

Frontyard Youth Services

Support for young people
9977 0077

Anglicare Victoria

Food relief and community support
1800 809 722

If you are in immediate danger, call 000.



Commonwealth

Rent Assistance

What is it?

Commonwealth Rent Assistance (CRA) is a regular extra payment from Centrelink to help eligible Australians with the cost of rent. To receive this payment, you must already be receiving certain Centrelink payments.

Important reminder from Evolve Housing about CRA

If you receive a letter from Evolve Housing stating your new rent, it is important to update Centrelink as soon as possible. This will ensure your Commonwealth Rent Assistance is updated correctly. The amount shown on your rent letter reflects the CRA you are entitled to receive. If you're not currently receiving that amount, Centrelink may not have your updated rent details. By providing them with your new letter, you can make sure you're getting the full support you're eligible for.

Who is eligible?

You may be eligible for CRA if you:

- Receive a qualifying Centrelink payment (e.g. Age Pension, Jobseeker, Youth Allowance, Parenting Payment).
- Receive more than the base rate of Family Tax Benefit Part A.
- Pay rent to a private landlord, community housing provider etc.
- Pay rent above a minimum threshold set by Services Australia.

How to update your rent details:

- Sign in to my.gov.au and go to Centrelink.
- Use your Centrelink Express Plus mobile app
- Call your regular payment line.
- Visit a Service Centre in person.
- For more detail, visit www.servicesaustralia.gov.au/rent-assistance

Competition Corner: Santa's Scramble

WIN an EFTPOS gift card!



To keep spirits high in the lead up to the holiday season we be holding a "Santa's Scramble" competition with all correct entries going into the draw to win 1 of 2 x \$100 EFTPOS gift cards!

LTEISN	Sparkly decoration for the tree	— — — — —	
SLEGHI	Santa's ride	— — — — —	
KOCSTING	Hung by the fireplace	— — — — —	
LEBL	It jingles	— — — — —	
SOWNMNA	Frosty friend	— — — — —	
TIFG	Wrapped surprise	— — — — —	
RAEINDERE	Pulls the sleigh	— — — — —	

The prize:

We have two prizes to give away. Each winner will get 1 x \$100 EFTPOS gift card.

How to enter:

Unscramble the jumbled Christmas-themed words in the table, then take a photo of the correct words when you're done. Send the photo by **SMS** to the **Community Engagement team** on **0421 348 040**. Use the subject line **"Santa's Scramble"**. Please include your **full name, Evolve Housing address** and **phone number**.

All correct entries will go into the running to win, then we will draw two winners randomly.

Please note you must be an Evolve Housing renter to enter.

Entries close **12pm, Monday 15th December 2025**, and we will contact the winners directly.



Send your compliment or complaint to:

 ihear@evolvehousing.com.au

 1800 693 865

or scan the QR code for our compliments, complaints and appeals forms



How to lodge an appeal

If you are unhappy about a decision made about your tenancy you can lodge an appeal within three months from the date of the original decision. To lodge an appeal, fill out our Appeals form on our website by scanning the QR code above or contact our office on 1800 693 865