



Save the date



IMAGINATE

Zoo Explorers
Sydney Zoo

10:00am - 2:00pm
Tue 29th September 2026



IMAGINATE

Buzz & Build Robotics
Yagoona Community Centre

11:00am - 2:00pm
Thur 8th October 2026



Western Sydney Women's Coffee Club

Chambers Coffee at
Parramatta Square
10.00AM - 12.00PM
Thur 10th September 2026



Annual Resident Meeting

Jack's Bar & Grill, Parramatta
Leagues Club
10.30am - 2.00pm
Tue 17th November 2026

Celebrating NAIDOC Week

Evolve Housing proudly celebrated NAIDOC Week 2026, honouring this year's theme, 50 Years of Deadly, with more than 85 employees, residents, contractors and partners.

The celebration is an interactive way to learn, connect and celebrate the rich cultures, histories and achievements of Aboriginal and Torres Strait Islander peoples. We welcomed the extremely talented performers Kadul - Keeping Culture Alive Through Song and Dance, who shared traditional dance, music and storytelling. Through these powerful cultural experiences, attendees gained a deeper appreciation of Aboriginal culture, history and the enduring connection to Country.

We thank everyone who attended and contributed to making the celebration such a memorable and meaningful event.



Scan to find out
more info



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.



We want to hear from you

We often hear from tenants when something goes wrong, but we also want to hear when things go right.

Has an Evolve Housing employee shown kindness, professionalism, or gone the extra mile? A quick compliment can mean the world to our team and help us recognise outstanding service.

Take a moment to share your positive experience with us by emailing: ihear@evolvehousing.com.au or scan the QR code.



Scan to leave your compliments

What to do when your Housing Manager is on leave

At Evolve Housing, we're committed to making sure you can access support when you need it, even if your Housing Manager is on leave.

If you need assistance while your Housing Manager is unavailable, the best way to contact us is through our Contact Centre on **1800 693 865** or by emailing us on: myevolve@evolvehousing.com.au. This ensures your enquiry is logged as a service request and can be reviewed and actioned by another member of our team.

By using these contact channels, you can be confident that your request will be directed to the appropriate team member, and support can continue without interruption.

RAG chat

With the cost-of-living crisis affecting many Australians, we wanted to reshare the Resident Advisory Group (RAG) resources we had worked on last year. These resources provide helpful information for assistance with food, finance and health and can be found on the Evolve Housing website.

Some other resources which can be helpful include Go4Fun, which is a free online healthy lifestyle program for NSW families with primary school-aged children. This helps family's budget-friendly changes that add up to a big difference in long-term health and wellbeing.

Another resource which is helpful is Ask Izzy, which is a website that connects people in need with housing, meals, money help, family violence support, counselling, and much more.

If you or a family member need support, please contact us on **1800 693 865** and ask to speak to a member of the Support Pathways team.



Learn more about Go4Fun



Learn more about Ask Izzy

We also wanted to let you know that from 1 October 2026, COVID-19 vaccinations will move into Australia's regular vaccination program. Older people and those at higher risk will still be eligible for free vaccination, while younger, healthy people may need to pay for future boosters.

Finally, don't forget to check out the exciting upcoming Christmas activities coming up this festive season.



The Resident Advisory Group

Downsizing during the cost-of-living crisis

The rising cost of living is placing increasing pressure on families, with many struggling to afford groceries, utilities and housing.

Moving to a home that better matches your household's needs can help reduce energy bills and other day-to-day household costs. It also creates an opportunity for larger families, who may be struggling with rising rents in the private rental market, to access a home that better meets their needs.

How can you help?

If you are living in a social housing property with more bedrooms than your household needs, you may be eligible to transfer to a home better suited to your household size.

By relocating, you can help free up a larger home for a family in need. Please contact your Housing Manager to discuss your options.

Reviewing our Customer Service Framework

At Evolve Housing Group, we're committed to providing respectful, responsive, and high-quality services. We're currently reviewing and strengthening our Customer Service Framework to ensure the services we provide continue to meet the needs and expectations of our residents.

This review is helping us identify what matters most to residents and how we can continue to improve customer experience. Feedback from residents, together with survey results and engagement activities, is helping to shape future service improvements and ensure our services remain fair, accessible and focused on what matters most. As part of this process, we have consulted with our Resident Advisory Group (RAG) and Maintenance Advisory Group (MAG) to seek their input and ensure resident perspectives helped shape the future direction of our services.

By listening, learning and continuously improving, we're working to deliver an even better experience for our residents now and into the future. We're committed to turning your feedback into meaningful improvements that strengthen the services we provide.

How to update your rent

Update your rent with Centrelink

A step-by-step guide to help you keep your Commonwealth Rent Assistance (CRA) payment correct after your rent changes.

Before you start

Check whether your payment includes Commonwealth Rent Assistance. If your rent has increased or decreased, you should update your new rent with Centrelink, so you receive the correct amount.

Choose the option that works best for you:

Option 1

Online through myGov

Sign in to **my.gov.au** and open Centrelink.

1. From your homepage, go to **Favourite services** and choose **Upload documents**.
2. Select either **Centrelink form** (enter the form title or code) or **Other documents**.
3. Choose the category that best fits your document.
4. Attach your notice or letter showing the new rent amount, then select **Submit documents**.

Option 2

Express Plus Centrelink app

Open the **Express Plus Centrelink** app and upload your notice or letter showing your new rent amount.

Option 3

By phone

Call your regular payment line and ask to update your rent details.

Option 4

In person

Visit a Centrelink Service Centre and provide your updated rent information.

What to have ready

- ✓ Notice or letter showing your **new rent amount** and start date, if available
 - ✓ Your **CRN** (Customer Reference Number), if you have it
 - ✓ Any supporting tenancy documents, if requested
-  Update your rent as soon as you receive your rent increase or decrease notice to help avoid being paid the wrong CRA amount.



Upcoming events



Scan to see our
event highlights



IMAGINATE EVENTS



Our Imagine school holiday program offers free activities for families and children of Evolve Housing residents to attend, learn and enjoy!

ZOO EXPLORERS

Discover amazing animals, learn fun facts and explore the wilderness

Tue 29th Sept 2026 · 10:00am - 2:00pm

Sydney Zoo

700 Great Western Hwy, Eastern Creek NSW 2766

Lunch provided.

For Evolve Housing residents only.

SUITABLE
FOR ALL
AGES



Scan to register

MORE INFO: evolvehousing.com.au/events

BUZZ & BUILD ROBOTICS

Build and code Lego and Beebots, then watch your robots come to life!

Thur 8th Oct 2026 · 11:00am - 2:00pm

Yagoona Community Centre

176D Cooper Rd, Yagoona NSW 2199

Lunch provided.

For Evolve Housing residents only.

PRIZES TO
BE WON!

SUITABLE
FOR AGES
4+



Scan to register

MORE INFO: evolvehousing.com.au/events



Men's event



Women's event



Seniors' event



Adult's event



Families' event

Western Sydney Women's Coffee Club

The Women's Coffee Club offers a safe space for Evolve Housing women to connect, build new friendships, and share local support services and resources.

Thursday 10th September | 10.00AM - 12.00PM

Chambers Coffee at Parramatta Square

Shop 1/169 Macquarie Street, Parramatta NSW 2150
(Inside Western Sydney University)

If you are an Evolve Housing resident and would like to join our Western Sydney Women's Coffee Club, please contact Yvonne on **0478 690 320** or email: community@evolvehousing.com.au



Men's Den

The new Evolve Men's Group kicked off its first activity in July with a BBQ at Parramatta Park. It was a fantastic day of good food, conversation and connection, with our members enjoying a friendly game of cricket and the chance to spend time together in a relaxed outdoor setting.

The success of the BBQ highlights the importance of creating opportunities for men to connect, build friendships, and be part of their community. On **Wednesday 25th November**, we are organising a fishing day out at Sydney Harbour.

Interested in joining? Keep an eye out for upcoming Men's Group activities and come along to meet new people, have some fun, and get involved! Register your interest by scanning the QR code or calling Rob on **1800 693 865**.



Scan to register

Annual Resident Meeting

The Annual Resident Meeting (ARM) by Evolve Housing is a yearly gathering where residents connect with our Board, executive team, and employees.

You will have the opportunity to speak to Board members and connect with the Evolve Housing team and fellow residents.

Tuesday 17th November | 10.30am - 2.00pm

Jack's Bar & Grill, Parramatta Leagues Club

1 Eels Place Parramatta, NSW 2150

Learn more details on our What's On page to RSVP.



Scan to RSVP

Annual Resident Christmas Celebrations

To celebrate the Christmas season alongside our tenants, we have something special for everyone.



For Adults and Seniors

Festive Together

A day of connecting with residents and Evolve Housing over a buffet lunch with entertainment!

Time

Thur 3rd December 2026 | 10.30am - 2.30pm

Location

Fairfield RSL in Sapphire room
14 Anzac Avenue, Fairfield NSW 2165

Note: Evolve Housing adults and seniors only
(18 years & older only)



For Families and Children

It's holiday season and to celebrate we will be giving a limited number of gift cards away to Evolve Housing residents that have families with children.

You can choose **1 of 2** available experiences that best suit your family.

How to register

Registering your interest for tickets or gift cards will go live on **Monday 14th September 2026** via our **What's on page** on the Evolve Housing website.

For more information contact:
Community Engagement team on
1800 693 865, or email
community@evolvehousing.com.au
or scan the below QR code from the 14th September 2026.

Tickets are limited and conditions apply!



**Scan
to register**



Spring into savings

As the weather starts to warm up, spring is the perfect time to reset your home habits and look for simple ways to reduce your energy use.

Throughout this year, Evolve Housing delivered a series of energy-saving workshops to help tenants better understand their household energy consumption and learn practical ways to reduce power bills.

To help you continue putting these tips into practice, we created an Energy Saving booklet. The booklet contains simple, practical advice that can help you save energy and potentially reduce household costs.



Scan to read
our Energy
Saving booklet



A few easy ways to get started



Open curtains during the day to let natural light warm your home.



Switch off appliances at the wall when they're not in use.



Use cold water when washing clothes where possible.



Replace old light bulbs with energy-efficient LED alternatives.



Only heating or cooling the rooms you're using.

We hope you enjoy the booklet and find a few new ways to save energy this season.

Strengthening Indigenous procurement through Supply Nation

Evolve Housing remains committed to creating meaningful economic opportunities for Aboriginal and Torres Strait Islander businesses and communities through our ongoing partnership with Supply Nation.

Over the past 12 months, we are proud to have increased our spend with Aboriginal and Torres Strait Islander-owned organisations by 11%, demonstrating our commitment to supporting Indigenous entrepreneurship, economic participation and self-determination.

By engaging Aboriginal and Torres Strait Islander businesses across a range of services, Evolve Housing is helping to create sustainable employment opportunities, strengthen Indigenous enterprises and contribute to positive social and economic outcomes for communities across Australia. This progress reflects our Resident Advisory Group commitment to embedding reconciliation into our everyday business practices and ensuring that our procurement decisions create a lasting impact.

Office closure

The Evolve Housing Offices will be closed on the following days.

Monday 5th October 2026

Monday 26th October 2026

For emergency and urgent maintenance* issues ONLY please call **1800 693 865**.

We appreciate your patience during these times.

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



Competition corner



WIN

a Westfield gift card!



In support of R U OK? we will be running a colouring-in competition with all completed colouring-in templates going into the draw to win 1 of 3 x \$50 Westfield gift cards!

THE PRIZE

We have 3 prizes to give away. Each winner will get 1 x \$50 Westfields gift card.

HOW TO ENTER

Get creative and colour in the R U OK? template, then take a photo of the completed template when you're done. Send the photo by **SMS** to the **Community Engagement team** on **0412 806 461**. Use the subject line **"R U OK?"** Please include **your full name, Evolve Housing address and phone number**.

All complete entries will go into the running to win, then we will draw 3 winners randomly.

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

Entries close **8am Monday 28th September 2026**, and we will contact the winners directly.

- 1 Ask R U OK?** Two cartoon characters, one looking concerned and the other asking a question.
- 2 Listen** Two cartoon characters, one listening intently to the other.
- 3 Encourage action** Two cartoon characters, one encouraging the other to take action.
- 4 Check in** Two cartoon characters, one checking in on the other.

Learn how to ask at ruok.org.au

R U OK?
A conversation could change a life.



Learn more

R U OK? contributes to suicide prevention efforts by encouraging people to invest more time in their personal relationships and building the capacity of informal support networks—friends, family and colleagues -to be alert to those around them, have a conversation if they identify signs of distress or difficulty and connect someone to appropriate support, long before they're in crisis.

Please scan the QR code to find out more about **R U OK?**



Ask Izzy

Ask Izzy is an online website that connects people in need with housing, a meal, money help, health and wellbeing services, family violence support, counselling and much more.

<https://askizzy.org.au/>



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.