Measuring what matters

Our Impact Report FY26

evolve HOUSING





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.

Contact Information

Street Address: 9–13 Argyle Street, Parramatta NSW 2150

Postal Address: PO BOX W124 Parramatta Westfield, Parramatta NSW 2150

Telephone: 1800 693 865

Website: evolvehousing.com.au

Email: info@evolvehousing.com.au

ABN 16 127 713 731

ACN 127 713 731

Social media: @evolvehousing

@evolvehousing

@evolvehousing

Environment

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Measuring what matters



Our FY26 Impact Report



Welcome to Evolve Housing Group's inaugural Impact Report. This report is an evolution in how we understand and communicate our work, as we strengthen our ability to measure and demonstrate our impact on tenants, communities and the broader environment.

At Evolve Housing, our purpose is to provide safe, secure and affordable housing. But housing is only the starting point. A home is the foundation to creating the conditions for better health, improved wellbeing, stronger communities and greater opportunity. This report expands on how our Environmental, Social and Governance (ESG) Strategy translates that purpose into measurable impact.

2026 is our first year implementing our ESG Strategy and Action Plan. Over the course of the year, we have transitioned from defining our priorities to delivering against them. In January, we commissioned our first greenhouse gas emissions baseline, progressed key initiatives across all four ESG themes and strengthened the systems and data that will allow us to measure impact over time.

We recognise that this is the beginning of our journey. In some areas, our data is still developing and our understanding is evolving. We have chosen to be transparent about our progress, because building trust is more important than presenting a perfect picture.

But the clearest evidence of our impact is found in the experiences of the people whose lives are improved each day through social and affordable housing. Stories like Justin's, featured on page 14, remind us that a home can be much more than a roof over someone's head.

Ultimately, this report reflects a simple idea: that the true measure of our success is not just how many homes we provide, but what those homes make possible.



Lyall Gorman
Evolve Housing Group CEO



What is an Impact Report?

Our Impact Report explains the difference Evolve Housing makes, not just the activities we deliver.

Our Impact Report focuses on outcomes: what has changed for tenants, communities and the environment; who has benefited; and where we need to do more.

It is distinct from our **Annual Report**, which focuses on organisational performance, governance and financial results. Together, the two reports provide a comprehensive picture of our work, with this report focused specifically on the outcomes created through our ESG Strategy and commitments.

The **Australian Community Housing ESG Reporting Standard** provides a sector-wide approach to measuring sustainability performance. It includes 31 metrics across three domains: Environmental, Social and Governance. These metrics offer a consistent and comparable method for understanding impact, benchmarking performance and strengthening transparency across the community housing sector.

We have used this standard to give our reporting a clear, consistent and credible foundation. We have also aligned our reporting to various United Nations Sustainable Development Goals (UNSDGs). By aligning with a recognised sector framework and an international standard, we can measure our progress more transparently, compare performance over time and strengthen the confidence that tenants, partners and stakeholders can have in our disclosures.



What we focus on

Themes	Objectives	Focus	Link to UNSDGs	ACH Reporting Standards
Environment	**Grow and maintain a resilient housing portfolio while reducing our environmental impact**	Carbon footprint and emissions		**C2, C3**
		Climate risk and resilient housing		**C1, C7**
		Waste management		**C11**
Tenant and Community	**Work with and for our tenants to inform service delivery, housing suitability and community cohesion**	Suitable housing		**C1. C16. C17**
		Long-tem tenant wellbeing and tenant voice		**C16, C17**
		Energy efficiency and affordability		**C4**
Governance	**Establish, maintain and improve our policies and procedures that govern our organisation**	Data privacy and security		**C9**
		Ethical and sustainable procurement		**C9, C24**
People	**Be the employer of choice and provide a safe and inclusive workplace that supports our employees to be their best selves at work and throughout their lives.**	Employee health, safety and wellbeing		**C29**

How did we go? Our progress in FY26



Over the past year, we have made strong progress in delivering our ESG Action Plan.

Across our four strategic themes, we have completed 24 of the 30 actions scheduled for FY26, building the foundations for a more sustainable, resilient and tenant-focused organisation. While there is still more to do, this progress reflects a clear step forward as we build more thriving communities.

Environment

8/11 FY26 actions completed





Tenant & Community

5/7 FY26 actions completed





Governance

5/6 FY26 actions completed





People

6/6 FY26 actions completed





Our impact at a glance

As at 30 June 2026, the Evolve Housing Group managed 5,573 properties. These were made up of 3,443 social housing properties and 2,130 affordable housing properties.



Environment

705 tons Co2

Scope 1 & 2 Emissions baseline established.

256

Homes upgraded with solar and ceiling fans.

92,562

kWh of solar energy produced.

2,398

Homes assessed for key climate risks.

Tenant & Community

12,000

Tenants safely housed.

1,114

Tenants engaged across 74 activities.

88%

Tenant satisfaction.

45

New homes delivered at an average of 7-Star NatHERS.

Governance

$292k

Spend with ethical, Indigenous suppliers.

Zero

Adverse regulatory findings.

50

Modern slavery statements collected from suppliers in our supply chain

People

85%

Overall employee experience score.

81%

Employees rated their wellbeing as “Good” or “Exceptional”.

92

Employees participated in Building Resilience training.

92%

Employee attended a Resident Engagement activity.

Why we are doing this

Our Theory of Change

Our Theory of Change explains how we create meaningful change through our work. It shows how our housing, services and partnerships come together to address the complex challenges faced by people experiencing homelessness, housing stress and disadvantage.

At Evolve Housing, we believe that safe, secure and affordable housing is the foundation for a better life.

By combining quality homes with support, partnerships and community connections, we help create the conditions for people to thrive.

The measure of our success is not simply how many homes we provide, but what those homes make possible.

Before

The Problem

People experiencing housing stress or disadvantage may face interconnected barriers that affect their housing, wellbeing and opportunities.

- **Homelessness or housing insecurity**
- **Financial pressure and rising living costs**
- **Poor housing quality or unsuitable housing**
- **Social isolation and limited opportunities**
- **Barriers to health and wellbeing**



During

Our Role

Evolve Housing provides safe and sustainable homes, targeted support and strong partnerships which enable people to live well, build independence and thrive in their community.

- Safe, secure and affordable housing
- Quality housing that is appropriate to people's needs
- Support services and community connections
- Tenant voice and participation in decisions
- Partnerships that strengthen outcomes



After

Our Impact

Thriving communities where all people have a safe, stable home and the opportunity to live well and progress toward greater independence and opportunity.

- Greater housing stability
- Improved wellbeing
- Increased independence
- Stronger social connections
- Greater opportunity and choice





Case Study

Who we help

Justin's story

"For a long time, I never imagined I'd end up homeless.

Like many people, I worked, rented homes and got on with my life. But after moving onto the Disability Support Pension, finding affordable housing became harder. Shared accommodation often meant compromise and instability. Arrangements would break down, finances became stretched, and more than once I found myself with nowhere to go.

Before I moved into my new home, I was sleeping rough on the foreshore in Frankston, spending nights under a tree. Every time I had to move on, I lost a little more of who I was and what I owned.

When the opportunity came to move into a brand-new apartment, my first reaction wasn't excitement, it was doubt. After everything I'd been through, I struggled to believe that a place like this could be for someone like me. I didn't feel worthy. The idea that I could have somewhere this nice seemed ridiculous.

It was my Housing Manager, Jacob, who helped me see things differently. He encouraged me to look beyond those doubts and reminded me that everyone deserves a place to call home. His belief in me gave me the confidence to take that next step and sign up for the property. Looking back now, I'm incredibly grateful that he did.

For the first time in years, I had a place that was mine. A place where I could shut the door, unpack my belongings and start building a life again. It gave me something that had been missing for a long time: stability.

Having a secure home has transformed the everyday things most people take for granted. I can cook proper meals in my own kitchen. I can store food knowing it will still be there tomorrow. I can keep my home clean, look after my clothes and establish routines that help me stay healthy and organised.

Because I moved in with very little, I furnished the unit piece by piece through op shops and second-hand stores. It took time, but I carefully chose items that reflected my personality and made the space feel like home. I'm proud of what I've created. It wasn't expensive, but it's mine.

The turning point came several months after moving in. That's when it stopped feeling like temporary accommodation and started feeling like a real home. I had routines. I was cooking regularly. I was looking after myself. Most importantly, I started to believe that I belonged here.

Today, when people walk through my front door, they see a home that reflects who I am.

Looking back, the difference between my life then and my life now is that I've gone from instability to security. From uncertainty to hope. Sometimes, I still have to stop and take it all in. And that's why I'm so grateful.

I'd like to thank everyone at Evolve Housing who helped me along the way, especially my Housing Manager, Jacob, who encouraged me to believe that I deserved this opportunity when I wasn't sure that I did."

Thank you,
Justin



Today, when people walk through my front door, they see a home that reflects who I am.

- Justin, Evolve Housing tenant

Environment



Why this theme matters

For our tenants, environmental performance is not an abstract issue - it directly affects the comfort, liveability, affordability and safety of their homes.

Rising energy costs and increasing climate pressures are disproportionately felt by people on lower to moderate incomes. Research commissioned by the Australian Community Housing (ACH) association found that almost two-thirds of community housing residents struggled to pay their energy bills in the past year, while 54% reported that indoor temperatures had negatively affected their health or the health of someone in their household[1].

At the same time, extreme heat is becoming more frequent across Australia and is the most significant climate risk identified within Evolve Housing's portfolio.

Our ESG Strategy recognises that improving environmental performance is also about improving people's lives. By investing in more energy-efficient homes and understanding climate risks across our portfolio, we aim to reduce household costs, improve thermal comfort and support more resilient communities.

Our FY26 priorities

In the first year of our ESG Strategy, our focus has been on establishing strong foundations for environmental performance. This included:

- Developing our carbon emissions baseline
- Improving the energy efficiency of our homes and operations
- Understanding climate risk across our housing portfolio
- Identifying practical actions to reduce our scope 1, 2 and 3 emissions which will reduce our environmental impact.

These priorities are designed to build a clear starting point, so that future actions are targeted, measurable and aligned with Evolve Housing's mission and purpose and deliver positive outcomes from the residents in our communities.

1 Energy hardship in community housing' report, Australian Community Housing, 2026

For our tenants, environmental performance is not an abstract issue - it directly affects the comfort, liveability, affordability and safety of their homes.



What impact did we have?

Objective: Grow and maintain a resilient housing portfolio while reducing our carbon footprint and environmental impact.

What we did	ACH reporting criteria	Performance FY25/26	UNSDG
Theme: Carbon footprint and emissions			
We established a clearer understanding of our carbon footprint **We identified areas for improvement in our Scope 1 & 2 emissions** **We established carbon data collection processes**	C2 Report Scope 1 and 2 greenhouse gas emissions tCO_2 equivalent	✓ The Scope 1 and 2 emissions baseline (tCO_2e) decreased from 835 tonnes CO^2e in FY25 to 705 tonnes CO_2e in FY26. This represents a 16% year-on-year reduction. ✓ Completed scoping of a Power Purchase Agreement (PPA) to support renewable electricity procurement for common areas and head office operations.	13 CLIMATE ACTION 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 7 AFFORDABLE AND CLEAN ENERGY
Theme: Climate risk and resilient housing			
We agreed our Scope 3 emissions approach and began improving the energy performance of our homes, laying the foundation for lower emissions and more efficient housing.	**C4 a)** What energy efficiency actions did the CHP take in the last financial year? **C4 b)** What was the investment volume in energy efficiency and renewable energy in the last FY? A$ spent, total and per measure/energy upgrades	✓ We generated 92,562 kWh of solar energy, reducing emissions by an estimated 61.77 tCO_2e. This equates to $37k worth of renewable energy[2]. ✓ We spent $250k on 255 properties to improve their energy efficiency through the SHEPI program. These solar systems produced 4,799 kWh of solar energy, of which 2,566 kWh was used by our tenants in these 256 homes. This means those tenants have bought 15% less electricity and avoided an estimated 1.7 tonnes of $C0_2e$.	13 CLIMATE ACTION 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 7 AFFORDABLE AND CLEAN ENERGY 17 PARTNERSHIPS FOR THE GOALS
We ran energy awareness training for our staff		✓ 25 employees attended Energy Awareness Training.	
Theme: Waste management			
We took early steps to understand and reduce waste across our operations.	**C11.** Does the CHP have a strategy/ policy for water use and waste management including building materials?	✓ Waste baseline for all Evolve Housing offices established.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION

2 Calculated at an average retail rate of 40c per kilowatt hour.

Our Resident Energy Saving workshop covered 50 actionable energy saving tips.



Read here

FY27 priorities

We have taken important steps this year to strengthen how we measure environmental performance. Nevertheless, we recognise that our measurement approach is still developing. In particular:

- Scope 3 emissions are not yet fully captured
- Data linking housing upgrades to tenant wellbeing outcomes is still emerging
- Deeper insight into climate risk metrics will be refined as our assessment work progresses.

In FY27, we will build on these foundations by taking the following actions:

Project	Objective	FY27 Action
Sustainability portfolio analysis	Develop deeper asset insights to identify opportunities for improved thermal comfort and sustainable upgrades	Complete targeted asset data collection and analysis to identify priority opportunities for thermal comfort improvements and sustainable upgrades across the portfolio
Agree Emissions Reduction Target	Understand, measure and reduce our carbon footprint	Internal Emissions Reduction Target agreed and adopted
Power Purchase Agreement	Reduce our carbon footprint	Renewable energy procurement options assessed and recommendation developed for implementation
Waste management and recycling	Understand and reduce waste generation and improve waste management	Resource Efficiency and Waste Management Strategy implemented, including waste baselining, recycling improvements, monitoring and reporting

Case Study

Establishing our carbon emissions baseline

In FY26, we took an important first step in understanding our environmental impact by commissioning our first organisation-wide greenhouse gas (GHG) emissions assessment. This work was designed to provide a clear, evidence-based understanding of emissions across Evolve Housing and how they relate to our housing portfolio, daily operations and long-term strategy.

The emissions inventory was prepared in accordance with the Greenhouse Gas Protocol[3], using FY25 (1 July 2024 to 30 June 2025) as our baseline year.

Scope 3 emissions account for approximately **97.5%** of our total footprint, with the largest contributors being:

1. Tenant energy use (downstream leased assets): 66%
2. Procurement and capital works: 33%.

This profile is typical of community housing providers, where the majority of emissions sit outside direct operational control. Importantly, it highlights that environmental performance is closely linked to housing quality, affordability and tenant outcomes, particularly energy costs and thermal comfort.

Baseline carbon emissions

Scope 1 & 2 – operational emissions
835 tCO_2e

Scope 3 – value chain emissions
32,959 tCO_2e



Scope 3 emissions account for approximately **97.5%** of our total footprint.

3 *Greenhouse Gas Protocol*, Corporate Accounting and Reporting Standard (Revised Edition), World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD), available at https://ghgprotocol.org/corporate-standard.

Our year-on-year carbon emissions comparison

Metric	FY25 baseline	FY26 result	Variance	Notes
Total emissions (tCO_2e)	33,793	32,297	**(4.4%)**	Emissions reduced primarily due to reduced CAPEX on completed development projects, Variance is also a result of improved reporting where we changed from estimated electricity use for our Scope 1 & 2 emissions in FY25 to actual data in FY26.
Scope 1 & 2 emissions (tCO_2e)	835	705	**(15.6%)**	Variance is a result of a change in reporting of electricity use from estimates to actuals.
Scope 3 emissions (tCO_2e)	32,959	31,592	**(4.1%)**	This reduction was primarily due to decreased capital expenditure on completed developments.
Emissions intensity (tCO_2e per property)	6.2	5.8	**(1.7%)**	
Electricity use (kWh)	29,004,070	28,352,811	**(2.2%)**	
Fuel use (litres)	16,791	15,805	**(5.9%)**	Fuel used by our hybrid fleet vehicles.

Our **total carbon emissions** for FY26 decreased by 4.4% year-on-year, to 32,297 tCO_2e, primarily reflecting lower capital expenditure-related emissions and more accurate electricity data. As these factors include changes in activity and methodology, the result should not be interpreted solely as an underlying improvement in our carbon efficiency.

Scope 1 and 2 emissions decreased by 15.6%, primarily due to lower reported electricity emissions. Improved access to actual electricity consumption data reduced our reliance on estimates, meaning part of the year-on-year movement reflects improved measurement, rather than performance improvements.

Scope 3 emissions decreased by 4.1%, mainly due to lower capital expenditure-related emissions and a reduction in estimated tenant-energy emissions.

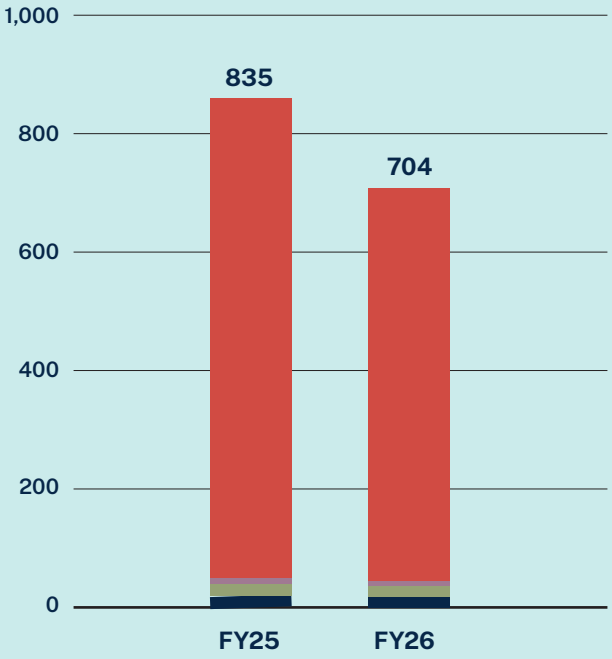
In FY26, we took an important first step in understanding our environmental impact by commissioning our first organisation-wide greenhouse gas (GHG) emissions assessment.

FY25 v FY26 emissions comparison

Our estimated carbon emissions for FY26 is 32,297 tc02e, which represents a 4.6% decrease year-on-year.

FY26 Scope 1 & 2 emissions

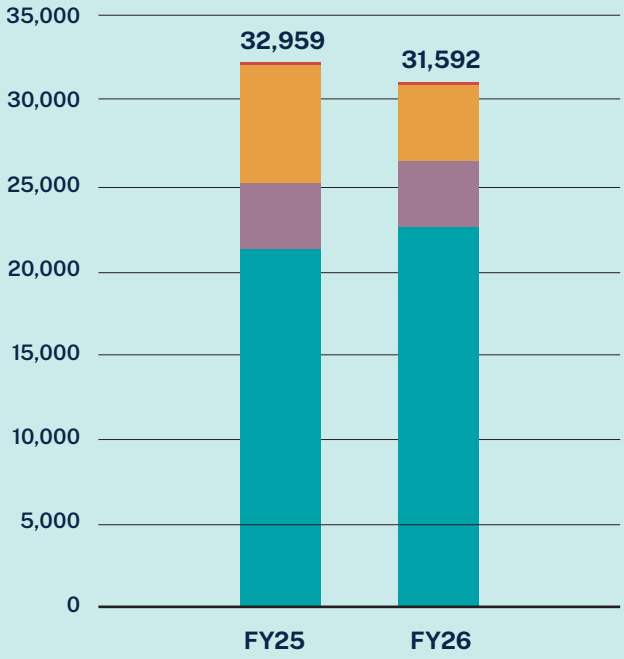
705 tons of Co2e



- Office and Common Area electricity
- Diesel
- E10 petrol
- Petrol
- Refigerants

FY26 Scope 3 emissions

31,592 tons of Co2e



- Tenant electricity
- CAPEX
- Procured goods and services
- Other
  Grid electricity,
  Employees commute,
  Waste,
  Business travel,
  Upstream transportation and distribution,
  Mobile combustion.

What this means for our impact

Our emissions profile confirms that the biggest opportunities to reduce our environmental impact sit within the homes we own and the decisions we make about housing quality, maintenance and procurement.

Improving the energy performance of homes can:

- reduce emissions
- lower household energy costs
- improve comfort and resilience to extreme weather.

This directly links environmental action to our broader impact: supporting stable housing, reducing cost of living pressures, and enabling people to live well.



Our carbon emissions focus for the year ahead

Increase renewable electricity

Progress renewable electricity procurement for offices and common areas and assess further opportunities for on-site solar.

Improve data quality

Increase the accuracy of electricity data within our property portfolio and seek supplier-specific information for significant procurement categories.

Strengthen low-carbon procurement

Incorporate carbon and sustainability criteria into maintenance, construction and other material procurement categories.



Tenant & Community



Why this theme matters

At Evolve Housing, we believe that housing is more than shelter - it is the foundation for stability, wellbeing and opportunity.

People experiencing housing stress or disadvantage often face multiple, interconnected challenges, including financial pressure, poor health, limited access to services and social isolation. Without stable housing, these challenges can compound over time, affecting people's ability to live well and participate fully in their community.

Our approach recognises that the impact of housing is not measured simply by providing a tenancy, but by the outcomes that follow. When people have safe, stable and appropriate housing, combined with the right support and connections, they are better able to:

- improve their health and wellbeing
- build independence
- strengthen social connections
- access education, employment and opportunity.

This theme focuses on how we create these long-term outcomes - ensuring that housing is not just a starting point, but a platform for people to move forward.

Our FY26 priorities

In FY26, our priorities focused on strengthening housing outcomes, improving tenant experience, deepening community engagement, supporting health and wellbeing, and increasing our social impact:

- Improving housing quality and thermal comfort
- Utilising our residents voice, feedback and co-design to improve tenant experiences
- Support with energy affordability and increasing cost-of-living pressures
- Building community connection and participation

Our approach recognises that the impact of housing is not measured simply by providing a tenancy, but by the outcomes that follow.



What impact did we have?

Objective: Work with and for our tenants to inform service delivery, housing suitability and community cohesion.

What we did	ACH reporting criteria	Performance FY26	UNSDG
Theme: Suitable housing			
All new homes delivered at ~7-star NatHERS standard	**C1.** What number and percentage of homes have been assessed against an energy rating scheme (such as Green Star, BASIX, NaTHERs)? Of those homes assessed, provide a breakdown of the energy rating in portfolio of existing homes and new build.	✓ 45 new homes built in FY26, which provide an average 7.3-star NatHERS rating. ✓ 2,111 (38%) of our homes have been assessed against an energy rating scheme. ✓ In NSW, our Resident Satisfaction Survey recorded 82% overall satisfaction for Evolve Housing and 89% for EchoRealty. ✓ In Victoria, we recorded 84% overall satisfaction for Evolve Housing and 96% for EchoRealty. ✓ In NSW, on 'Condition Of Home', we recorded 81% tenant satisfaction for Evolve Housing and 88% for EchoRealty. ✓ In Victoria, where most of our tenants live in new builds with higher NaTHERS rating, our Condition of Home ratings increased to 93% for Evolve Housing, and an exceptional 97% for EchoRealty. ✓ We received feedback from 21 residents on our repairs and maintenance	
Resident Satisfaction Survey completed and insights used	**C17.** How does the CHP measure and act upon outcomes of resident satisfaction surveys and how have resident satisfaction ratings changed over the last three fiscal years?		
Review tenant feedback to identify links between housing quality and social outcomes	**C16** What arrangements are in place to enable residents to hold the CHP accountable for the quality of services?		

What we did	ACH reporting criteria	Performance FY26	UNSDG
Theme: Wellbeing and tenant voice			
We co-designed an Energy Saving workshop with our Resident Advisory Group	**C19** What support services does the community housing provider (CHP) offer to its residents, including those services through third party providers and co-designed with residents. How have these services improved residents' quality of life?	✓ Scheduled two Energy Saving Workshops for tenants and shared a series of sustainability tips via our newsletter and other digital channels.	 
Employee education and engagement.	**C20**. How does the CHP inform residents about ventilation, damp and mould prevention, (over)heating, and waste recycling?	✓ 25 employee attended CHIA Energy literacy workshops.	
Theme: Energy efficiency and affordability			
Funding sources identified for energy efficiency upgrades	**C5 a)** What are the specific energy efficiency and renewable energy measures planned in the next FY?	✓ Currently scoping a Power Purchase Agreement for 150 common areas. This could reduce our Scope 1&2 emissions by 780MWh. ✓ Initial desktop research completed for upgrades to existing housing stock to improve thermal performance.	

Results of our first Resident Satisfaction Survey in Victoria

Housing

"They provided me with a place to call home."

"I love the house I live in, I never dreamt I could live in a place like this."

"Evolve gave me a home to live in when I was heavily pregnant and homeless... I will forever be grateful for this opportunity."

Community

"Answers all my questions and gets me involved in community groups."

"They involve families and children in their programs, especially school holiday programs."

Communication

"I feel communication is a strong point for Evolve especially with managing a large apartment building."

"Friendly service and clear communication. They keep residents informed and supported."

Maintenance

"Their maintenance are always on time, communication is always there, and the rent is affordable."

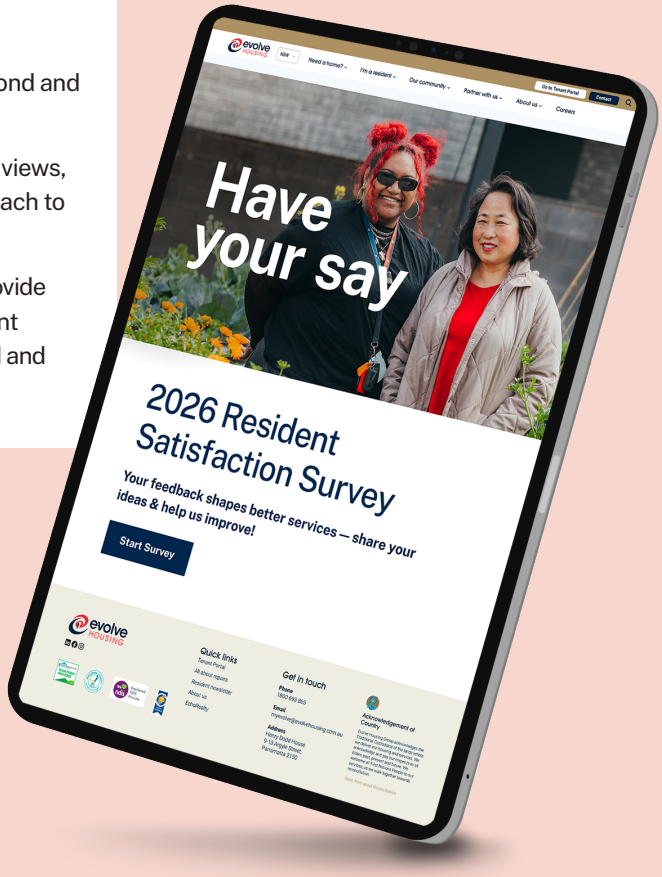
"Fast responses to repairs. Asks residents views on property modifications."

Support

"They are quick to respond and listen to any problems."

"Look after the tenants views, issues. Nice, kind approach to tenants."

"Friendly employees provide a welcoming environment for tenants to feel heard and be safe."



Keywords

Home · Support · Communication · Safe · Respect · Community · Helpful · Listening · Responsive · Stability

Opportunities

Security · Cleanliness · Response · Safety

Insights and Opportunities

While we have seen strong early outcomes, we recognise that our approach to measuring social impact is still developing. Key gaps identified in FY26 include:



Limited quantitative outcome data

While qualitative evidence demonstrates the positive impact of housing through resident stories and feedback, opportunities remain to strengthen the measurement of longer-term resident outcomes and better understand the relationship between housing stability, wellbeing, independence and social connection.



Link between housing and long-term outcomes

While housing stability contributes to positive outcomes such as wellbeing, independence and social connection, opportunities remain to strengthen the evidence base linking these outcomes to Evolve Housing Group's housing and support interventions.



Consistency across regions and programs

A standardised approach to data collection and outcome measurement across the portfolio would strengthen the consistency and comparability of results.



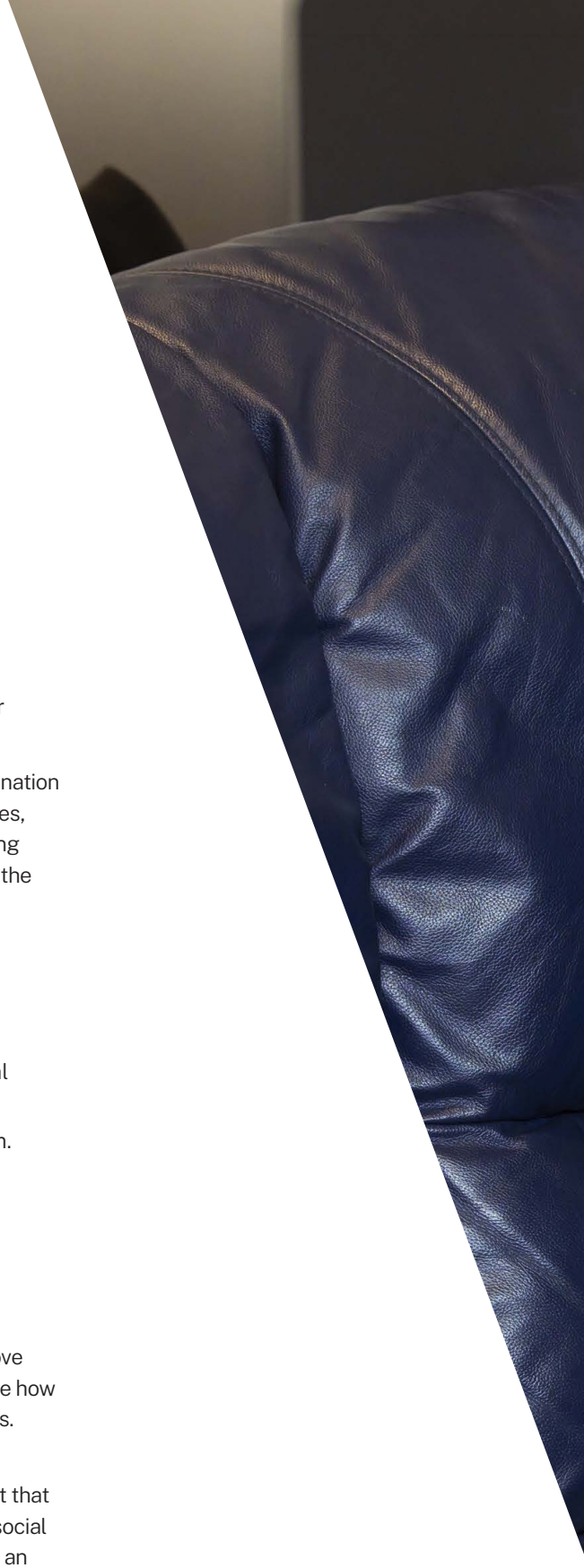
Tenant-level outcome tracking over time

A longitudinal view of tenant outcomes over time is not yet consistently available across the portfolio.

FY27 priorities

In FY27, we will build on these foundations by taking the following actions:

Project	Objective	FY27 Action
Suitable housing	Define and implement "suitable housing" standard	Agree standard and begin measuring in FY27
Energy affordability	Baseline energy efficiency across existing stock	Audit all owned homes <10 years old for energy performance using NatHERS or BASIX
Community outcomes	Stronger link between housing quality and wellbeing outcomes	Improve outcome and impact measurements
Advocate for 'Suitable Housing' Standard	Advocate to government and peak bodies to support minimum housing standards for tenants	Engage with government and peak bodies to advocate for funding to support minimum housing standards that improve tenant safety, comfort and wellbeing
How housing influences social outcomes	Build and maintain suitable housing for tenants	Assess the relationship between housing suitability and tenant social outcomes, informed by consultation and research



Case Study

Who did we help?

Our first Victorian Resident Satisfaction Survey

In FY26, Evolve Housing undertook its first comprehensive Resident Satisfaction Survey across our Victorian social and affordable housing portfolios, providing an important opportunity for residents to share their experiences and help shape future service delivery.

All 584 Victorian households were invited to participate through a combination of digital and postal surveys, supported by targeted engagement activities, community events and multilingual survey options. The result was a strong response, with 54% of households participating, significantly exceeding the Community Housing Industry Association (CHIA) benchmark of 35%.

Among Evolve Housing's Victorian social housing renters:

- 82% were satisfied with their housing services
- 93% were satisfied with the condition of their home
- 84% were satisfied with repair quality (outperforming the national CHIA benchmark of 76%)
- 71% agreed Evolve Housing listens to their views and acts on them.

EchoRealty's survey of affordable housing renters found:

- 89% were satisfied with our housing services
- 97% were satisfied with the condition of their home

The findings also highlighted areas for improvement. Renters feedback identified opportunities to strengthen neighbourhood satisfaction, improve awareness of complaints and appeals processes, and better demonstrate how resident feedback influences decision-making and service improvements. These insights are helping shape our priorities for FY27.

Beyond measuring satisfaction, the survey confirmed the broader impact that secure, affordable housing can have on people's lives. Among Victorian social housing respondents, 84% said their life had improved since moving into an Evolve Housing property, while many reported feeling more financially secure, settled and connected to their local community.

For Evolve Housing renter Justin, who participated in the survey and later shared his story for this report, having a stable home has been transformative.



Having had mental health problems in the past, living here is the difference between being unstable as a person with an unstable mind, and being a stable-minded person with a stable living situation.

- Justin, Evolve Housing renter

Governance



Why this theme matters

Strong governance underpins trust with our tenants, partners, employees and the communities we serve. It ensures that we deliver on our purpose responsibly, transparently and in a way that creates lasting value.

At Evolve Housing, governance is about more than compliance. It is how we embed ESG into decision-making, how we manage risk, protect information, and work with partners in an ethical and accountable way.

By strengthening our approach to data governance, procurement and organisational accountability, we are building the systems and foundations needed to create meaningful, measurable and lasting impact.

Our FY26 priorities

In FY26, our priority was to strengthen the foundations of governance across key areas:

- Embedding ESG governance and accountability across the organisation
- Strengthening data privacy and security practices
- Increasing governance around ethical and sustainable procurement through policy and contract management
- Understanding and improving our practices to better manage modern slavery risk.

Strong governance underpins trust with our tenants, partners, employees and the communities we serve. It ensures that we deliver on our purpose responsibly, transparently and in a way that creates lasting value.

What impact did we have?

Objective: Establish, maintain and improve our policies and procedures that govern our organisation.

What we did	ACH reporting criteria	Performance FY25/26	UNSDG
Theme: Data privacy and security			
Delivered data privacy training through onboarding and ongoing employee education **Maintained incident management and governance processes** **Reviewed data governance policies and practices**	**C18** What is the total number of complaints that have been formally lodged with the CHP and/or captured by the relevant State or Territory residential tenancy tribunals in the last FY and how have these complaints resulted in a change of practice by the CHP?	✓ 98% of employees have completed our 'Privacy Awareness' and 'Information Security Management and Acceptable Use' modules in our e-learning platform. ✓ Reviewed our incident management process. ✓ No data breaches were formally reportable to Office of the Australian Information Commissioner (OAIC) during the reporting period. ✓ Four privacy breaches occurred in FY26, with no risk of serious harm. To improve our service and employee knowledge Evolve Housing reviewed and increased employee training. ✓ Strengthened oversight and accountability across supply chains.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Theme: Ethical and sustainable procurement			
Introduced modern slavery clauses into supplier contracts	**C24.** Has the CHP submitted a Modern Slavery Statement to the Australian Government or voluntarily elected to prepare a Modern Slavery Statement?	✓ Evolve Housing has a modern slavery statement. ✓ Modern slavery clauses have been included in supplier contracts. Modern slavery statements gathered from 50 existing suppliers. ✓ $292,401 in contracts placed with Indigenous suppliers, an increase of 11% from FY25. ✓ Strengthened oversight and accountability across supply chains.	8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Insights and Opportunities

While we have made strong progress, we recognise that our governance approach continues to evolve. Some of the opportunities identified in FY26 include supplier ESG performance monitoring, integration of ESG into enterprise risk management, consistency in ESG due diligence and the ongoing maturity of our data governance framework.

FY27 priorities

In FY27, we will build on these foundations by taking the following actions:

Project	Objective	FY27 Action
Ethical and Sustainable Procurement	Prioritise ethical and sustainable procurement and understand how our partnerships affect our sustainability	Sustainable Procurement Framework implemented, incorporating ESG due diligence, ethical sourcing, low-carbon procurement and supplier engagement requirements

Case Study

Who did we help?

Supply Nation partnership

Through our partnership with Supply Nation, we have taken a more intentional approach to working with Aboriginal and Torres Strait Islander businesses - not just as suppliers, but as long-term partners.

One of these partners is DICE Contracting, a proudly Indigenous-owned building and facilities maintenance company working across metro, regional and remote communities.

For DICE, the work is about more than just delivery, as John Thomson, Business and Community Development Manager told us.

“Alongside delivery, we focus on creating opportunities for Indigenous community and businesses where we can - through employment, training and community support.”

On the ground, this shows up in practical, everyday ways. Whether it is maintaining homes, completing repairs or delivering upgrades, the work is done with a clear sense of purpose, not just to fix a problem, but to create opportunity.

Over the past year, Evolve Housing spent $292,401 with Indigenous suppliers, building on strong growth from $262,430 in FY2024-25 and just $2,530 the year before. This reflects a deliberate shift toward more ethical and inclusive procurement, supporting Aboriginal and Torres Strait Islander businesses that are creating employment, building capability and investing back into community.

But as John points out, the impact goes beyond the numbers,

“It can be easy to meet a target... but the bigger question is whether that spend is going into a meaningful place - somewhere it can create real impact.”

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At DICE, we compete commercially so we can deliver socially. Our team loves working in places where we can make a real difference for people who may need a bit more of a hand.

- John Thomson, DICE Contracting

People



Why this theme matters

At Evolve Housing, our people are the foundation of the impact we create. Every tenant interaction, housing outcome and community partnership is shaped by our employees who bring dedication, expertise and a deep commitment to improving the lives of our residents and tenants.

As a community housing provider, many of our employees work alongside tenants experiencing housing stress, disadvantage and complex life circumstances. While this work is highly rewarding, it can also be emotionally demanding. Supporting employee wellbeing is therefore not only important for our workforce it is essential to delivering safe, high-quality services and positive outcomes for tenants.

Our ESG Strategy recognises that creating thriving communities starts with creating a workplace where people feel supported, valued and able to do their best work. By investing in health, safety, wellbeing and professional capability, we strengthen our ability to deliver on our purpose while building a workplace where people can thrive.

Our FY26 priorities

In FY26, our focus was on strengthening employee wellbeing and embedding a culture that supports people to be their best. This included:

- Integrating mental wellbeing into our health and safety approach.
- Supporting employee wellbeing through awareness, education and dedicated initiatives.
- Listening deeply to employees through feedback and engagement to better understand their needs and support requirements.
- Supporting employees in client-facing roles to manage complex tenant interactions through reflective supervision, wellbeing initiatives, de-escalation support and targeted training.
- Building organisational capability to identify and manage psychosocial hazards.

Our ESG Strategy recognises that creating thriving communities starts with creating a workplace where people feel supported, valued and able to do their best work.



What impact did we have?

Objective: Be the employer of choice and provide a safe and inclusive workplace that supports our employees to be their best selves at work and throughout their lives.

What we did	ACH reporting criteria	Performance FY25/26	UNSDG
Theme: Employee health, safety and wellbeing			
Embedded mental wellbeing into our WHS approach **Delivered Wellbeing Month activities for employees** **Provided an annual Employee Wellbeing Day** **Delivered Mental Health Awareness Training** **Conducted the Employee Experience Survey** **Delivered Group Reflective Supervision for client-facing teams**	**C29.** How does the CHP support the physical and mental health of their staff?	✓ Updated WHS Policy to cover mental wellbeing. ✓ 81% of employees rated their wellbeing as “Good” or “Exceptional”. ✓ Employee absenteeism was less than 2% of total hours worked. ✓ 92 employees attended our Mental Health Essential training, with 92 employees registered for our Building Resilience session. ✓ 92% of employees completed our Employee Experience Survey, which highlighted an 85% Experience score. ✓ >90% of employees in client facing roles attended Group Reflection debriefing.	3 GOOD HEALTH AND WELL-BEING



Insights and Opportunities

Holistic wellbeing programs

Expanding wellbeing initiatives to support employee resilience, financial wellbeing and psychological safety.

Data-Driven impact measurement

Improving our ability to measure the relationship between employee wellbeing, engagement and tenant outcomes over time.

Enhanced progress reporting

Upgrading internal reporting to track strategic goals and adapt over time.

FY27 priorities

In June 2026, Evolve Housing Group introduced a Sustainability KPI for all employees, reinforcing that ESG is not confined to a single team or strategy, but is part of everyone's role. The KPI helps build shared accountability for sustainability outcomes and encourages employees to understand how their work contributes to Evolve Housing's broader environmental, social and governance commitments.

Alongside this personal commitment, in FY27 we will build on these foundations by taking the following actions:

Project	Objective	FY27 Action
Employee Wellbeing	Support the needs of our employees to develop mental wellbeing skills to thrive and continue to improve on health and safety practices in the workplace	Employee Wellbeing Program delivered, including wellbeing initiatives, reflective supervision, Wellbeing Month activities and Wellbeing Day programs

Case Study

Who did we help?

Resident Engagement Strategy

For many organisations, community engagement is the responsibility of a dedicated team. At Evolve Housing, it is something we all contribute to.

Through our Resident Engagement Strategy, employees across the organisation are encouraged to engage directly with residents as part of their annual Resident Engagement KPI. Whether participating in community roadshows, resident advisory groups, workshop or social events, our employees have many opportunities to connect with residents and see first-hand the impact of their work.

In FY26 **92% of employees completed their Resident Engagement KPI** as they participated in 74 events and activities during the year.

Employees consistently report that these experiences strengthen their sense of purpose and help them understand how their role contributes to positive resident outcomes. As one employee reflected,

“Engaging in these activities allows me to build positive rapport and shows our renters that we aren’t always about chasing them about arrears or home visits. This is a more fun, relaxing way to building a community.”

Another employee reflected,

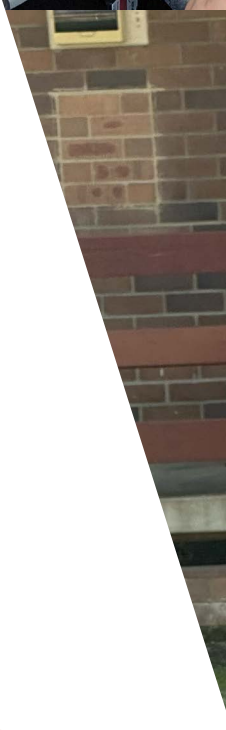
“I enjoyed coming along to the Men’s Den because I normally see tenants in the system as a data entry. This made them real.”

The benefits extend equally to residents. By engaging directly with employees from across the organisation, residents gain more opportunities to share their perspectives, influence services and build relationships with the people behind Evolve Housing. The program also strengthens social connections and fosters a greater sense of belonging. As one resident commented,

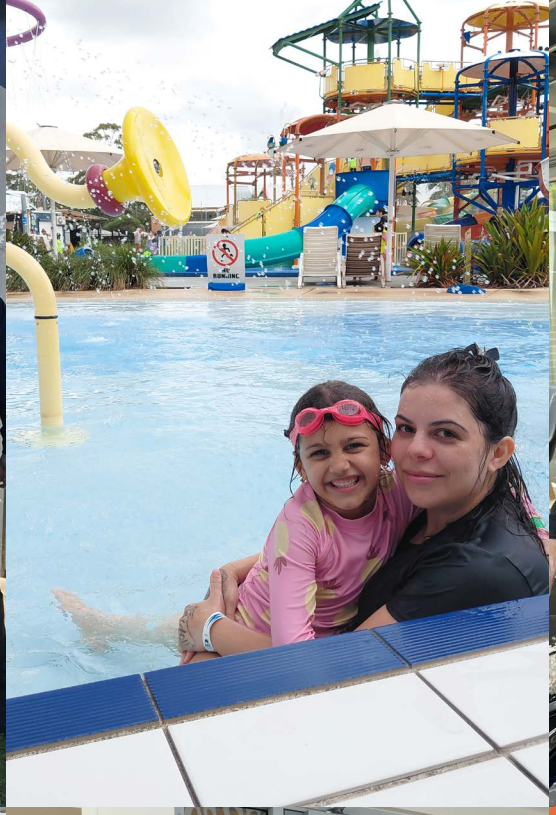
“I am always happy with Evolve. I am treated like a person, not a number. Their many programs reach out to communities far and wide.”



















The program in numbers

74 activities

including resident advisory groups, community roadshows, family programs, workshops and social inclusion initiatives.

146 employees

completed their Resident Engagement KPI.

534 hours

of employee time contributed to resident engagement activities.

1,114 residents

attended these activities

Looking ahead



How we made this report?

Our approach to measuring impact is guided by a commitment to transparency, continuous improvement and meaningful accountability to our customers, communities, partners and stakeholders. As a result, this report combines quantitative performance data with qualitative insights, stories and lived experience to provide a more complete picture of our impact.

This report has been informed by the United Nations Sustainable Development Goals (UNSDGs), with our outcomes and initiatives mapped to the global challenges most relevant to community housing, including sustainable communities, climate action, health and wellbeing, impactful work and affordable energy. These goals provide a common framework for understanding how our work contributes to broader social and environmental outcomes.

We have also aligned our reporting approach with the Australian Community Housing ESG Reporting Standard, which provides a consistent sector-based framework for measuring environmental, social and governance performance. This helps ensure that our disclosures are relevant, comparable and aligned with emerging expectations across the community housing sector.

As with any developing reporting framework, there are areas where data and methodologies will continue to evolve. Rather than waiting for perfect information, we have chosen to be transparent about these limitations and report what we know today while building stronger measurement systems for the future. We expect the quality, breadth and depth of our reporting to improve over time as new data sources, tools and measures become available.

Further reading

This report should be read alongside our broader sustainability and governance disclosures, including:

ESG Strategy 2025-2028

Outlining our long-term environmental, social and governance commitments and priorities.

Read here

Annual Report and Financial Statements

Providing governance, financial and organisational performance information.

Read here

Australian Community Housing ESG Reporting Standard

The sector framework informing our ESG disclosures.

Read here



The year ahead

While we are proud of the progress highlighted in this report, we recognise that lasting impact depends on how deeply ESG principles are embedded across our organisation.

FY26 focused on establishing strong foundations, including our carbon emissions baseline, impact measurement framework, climate risk analysis and ESG governance processes.

In FY27, our focus will shift towards deepening integration: embedding ESG considerations into everyday decision-making, strengthening the quality of our asset, climate and impact data, and ensuring sustainability considerations are reflected in planning, procurement, service delivery and investment decisions.

We will continue to build our understanding of how housing influences social, environmental and community outcomes, while improving the systems and evidence needed to measure and demonstrate impact. This includes progressing our work on housing suitability, climate resilience, sustainable procurement, employee engagement and social value measurement.

As our ESG program matures, we will expand the breadth and quality of our reporting, strengthen alignment with the Australian Community Housing ESG Reporting Standard, and use the insights generated to inform future priorities and investment decisions.

Most importantly, we will remain focused on our purpose: creating safe, affordable homes and thriving communities where people can prosper.

















During one of the toughest times of my life, I received a letter offering me this place. It was one of the most amazing things that has happened to me, and now I'm enjoying life a bit more.

- **Tamiem**
  Evolve Housing tenant


evolve
HOUSING