

How we work with our residents

At Bridge Housing we believe that an important part of any organisation is how it works with the people and communities affected by the decisions it makes.

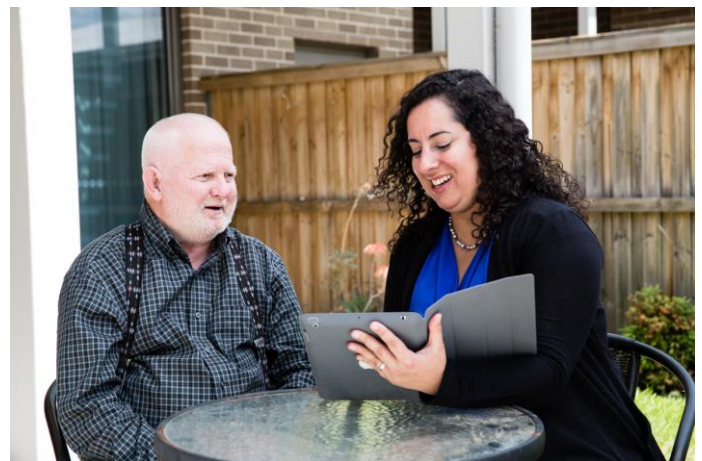
Tenants and our partners told us that what they most valued in working together were respect, honesty, communication, understanding and active listening, as well as justice, equality and integrity.

Our engagement principles

Make sure that we work in a way that reflects our values as an organisation, Bridge Housing will be guided by the following principles. We will:

- make sure that tenants and our partners have a real say in and influence over the way we do things, and provide the resources to make it happen
- work closely with the communities and neighbourhoods that tenants, our partners and potential tenants are a part of
- value the skills, knowledge and experience of tenants and our partners
- raise awareness and encourage understanding of tenants and their life experiences
- make sure we keep communication open, honest and inclusive and that we know who our tenants are and what they think is important
- support the Tenant Advisory Groups to grow, achieve its goals and be open to all
- support tenant volunteers and tenants active in their communities, to develop and grow their skills and knowledge
- provide a variety of ways for tenants to get involved so that everyone has a chance to participate in a way that suits them
- recognise that not everyone is interested in participating.
- be open and honest about what we can and can't do but also open to new ideas and suggestions
- report back to people so that tenants and our partners can evaluate whether we have actively listened to them and acted on what they have told us

- use tenants' and partners' stories, opinions, feedback, appeals and complaints to measure the impact of our work and adapt, change and innovate
- keep up to date about meaningful and effective ways to work with people and ensure that staff members have the skills and knowledge to put the research into action.



Tenants in Operations & Planning (TOP)

The TOP (Tenants in Operations and Planning) initiative aims to support tenants to get involved and have a say in the way Bridge Housing does business. There are many different ways to get involved and have your say:

Tenant Advisory Group (TAG):

The TAG's meet once every 2 months and there are 4 branches – Central (Redfern), Rozelle, West (Granville), and East (Bondi Junction).

Aboriginal and Torres Strait Islander Tenant Advisory Group (ATTAG):

The ATTAG meets every 2 months and discusses issues relevant to Aboriginal and Torres Strait Islander tenants.

Your Views e-panel: The Your Views e-panel reviews tenant communications and is also involved in making sure we ask potential new staff the right questions about what they think is important for tenants. It's all done by email so it's easy!

Conferences and Training: Bridge Housing provides funding for tenants to attend relevant housing conferences and seminars. Opportunities will be advertised in the Newsletter and/or at the TAG/ATTAG meetings.

Recruitment: Your Views e-Panel members have the opportunity to comment on the questions we ask in interviews for new staff.

Strategic and Business Planning: Bridge is working with tenants to get their views on what's important in the overall running of the organisation. If you are interested in being involved in these discussions please go on our mailing list for tenant events (details below).

Our Place - Tenant Newsletter: *Our Place* comes out 4 times a year and tenants and household members are very welcome to contribute.

Tenant Surveys: Our Tenant Survey is a great way to have your say on our services and your home. It's completely anonymous so you can feel comfortable to give us honest feedback on our services.

Tenant Workshops: Tenant Workshops are held five times a year. Tenants have the opportunity to comment on Bridge Housing policy, to learn new skills, and update their knowledge.

Our Place Green Space

We want to support our residents to meet their neighbours and get involved in their local community.

We support this through:

- Big Ideas Grants
- Community Gardens

Information about all these opportunities to get involved is available on the website at:

www.bridgehousing.org.au/pages/getting-involved.html

No computer, smartphone, or tablet? If you can't find what you are looking for, or would like to be listed on our mailing list for tenant events, please call the Community Team on **02 8327 0851**.