

## Your Views E-Panel

### What is the Bridge Housing Your Views e-Panel

The Your Views e-Panel is a diverse group of tenants who have input into the way we communicate with our tenants. While the panel is not a formal decision-making body, members input helps Bridge Housing to better communicate with tenants about a variety of services.

### Why have a panel?

Bridge Housing develops and sends out many letters, forms, and fact sheets to our tenants every year. We need to make sure that we communicate with our tenants in a way that is open, friendly, and accessible. We work closely with the Tenants Advisory Group (TAG) and through Tenant Workshops to obtain feedback on our services. The Panel will complement this work by giving tenants and Bridge Housing a quick and easy way of commenting on our communications.

### Benefits of being a panel member:

- A greater understanding of how Bridge Housing operates and communicates
- Being able to participate in the way we do business with tenants
- Being able to champion open and accessible communication
- Being an active part of your community.

### The panel enables Bridge Housing to:

- Better understand how we can communicate with tenants effectively
- Involve tenants in how we do business with them
- Utilize the skills, experience and knowledge of tenants
- Make informed decisions about the way we communicate.

### What panel members will be asked to do

Panel members will be asked to comment on Bridge Housing letters, forms, and fact sheets on an occasional

basis. To make the process easy for everyone members must have an email address.

You can leave the panel at any time by sending us an email.

### What Bridge Housing will do

Bridge will give people at least 48 hours to comment and will endeavor to incorporate advice and recommendations from the panel wherever possible. Panel members will be sent the final version of the document so they can see how their comments have influenced any changes made to it.

### Who can join

Bridge Housing residents of all ages, backgrounds and walks of life are encouraged to get involved. With your input, Bridge Housing can improve our communication with our tenants so that it is friendly, open, and accessible. If you're under 18 years of age you'll need your parent or guardian's permission to join.

### How to join

To join or to ask any questions you might have about the panel please ring or email Ha Nguyen on 8324 0851 [h.nguyen@bridgehousing.org.au](mailto:h.nguyen@bridgehousing.org.au)

