

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 Sarah Kingsbeer on 8324 0827 community@bridgehousing.org.au

English

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 8324 0800 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

Simplified Chinese

如果您理解这封信有困难, 请拨打电 话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing, 电话 8324 0800。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。 要求用您的语言来协助您。

Spanish

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 8324 0800. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

Russian

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 8324 0800. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

Greek

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

Vietnamese

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 8324 0800 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.

Arabic

إذا احتجت إلى مُساعدة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلُب منهم أن يتصلوا لك بِمَكْتَب على رقم 8324 0800 بدون تكلفة عليك. ويُمْكِنك أيضا الحضور إلى مُكْتَب Bridge Housing وطلَب المُساعدة بلُغَتك.