

Tenant Engagement Delivery Plan 2023-2027



Inclusion | Participation | Connection

As part of our commitment to include, engage and connect with our tenants and local communities, Unity Housing has created the Tenant Engagement Delivery Plan 2023–2027 as a companion document to our Tenant Engagement Strategy 2023–2027.

In partnership with local community organisations, Unity Housing will use this plan as our guide for successful engagement.

Both documents are accessible from Unity Housing's website:





Tenant Engagement

Definition: Tenant Engagement means local people having a real say and stake in the decisions that affect their lives, homes and communities.

1.1 Monitoring Continuous Improvement

We will establish ways for tenants to be involved with us to monitor progress against our tenant engagement delivery plans.

1.2 Tenant Satisfaction Surveys

Undertake ongoing tenant satisfaction surveys and create continuous improvement plans in accordance with organisational and contractual requirements to better meet the needs of tenants.

1.3 Side by Side with Tenants

Identify and provide opportunities for tenants to use their lived experience through providing feedback and opinion, being actively involved in decision making and participating in broader Unity Housing initiatives.

1.4 Social Enterprise

Identify and implement opportunities to support, participate in or create social enterprise initiatives resulting in improved social, economic and environmental outcomes.



Community Inclusion

Definition: Community inclusion and participation is a human right for all people to have the same opportunities to create a home, develop relationships, connect with family and friends, find a job or study and be a part of their community.

2.1 Community Participation

Enable and encourage tenants to engage in their local community by providing timely, appropriate and relevant information about local opportunities and activities, presented in a manner that is easily understood.

2.2 Co-designing and Tenant Led Initiatives

Enable tenants to co-design improved shared spaces through creative and contemporary site design, accessibility and aesthetic improvements at identified Unity Housing sites; and through including tenants and other key stakeholders in the co-design of tenant engagement and community inclusion initiatives and events.

2.3 Tenant Skillshare

Explore localised tenant opportunities to share knowledge and skills with each other to maintain successful tenancies, and increase hobbies and leisure pursuits, socialising and community participation.

2.4 Digital Inclusion

Facilitate access to digital training provided by key community partners.

2.5 Celebrate Achievements

Identify additional ways to highlight, promote and celebrate tenant achievements within the community.



Diversity and Independence

Definition: Unity Housing supports a diverse tenant group including Aboriginal and/or Torres Strait Islander people, people living with disability, older people, multicultural tenants and children and youth.

3.1 Aboriginal and/or Torres Strait Islander tenants

We will work in partnership with Aboriginal services in a meaningful and collaborative way to ensure cultural authenticity and safety when responding to Aboriginal and Torres Strait Islander tenant needs.

3.2 People living with disability

Enable choice and control for tenants so they can live independently and enjoy an independent life through maximising community participation and self-determination.

3.3 Older People

With our older tenants and partner agencies, we will create opportunities to reduce the impact of social isolation and loneliness through supporting disability access, age friendly neighbourhoods and communities of common interest. Our focus will include community-based activities and interpersonal interactions, resource sharing, active engagement and individual satisfaction.

3.4 Children and Youth

With key partner agencies, we will tailor and assess our service offerings “through the eyes” of children and youth. We will create and support opportunities for children and youth to engage socially, educationally and actively participate in local neighbourhood and community activities.



Environment and Sustainable Living

Definition: Sustainable living aims to reduce personal and societal environmental impact by making positive changes to counteract climate change and other negative environmental concerns by reducing our carbon footprint.

4.1 Social Sustainability and Inclusion

With our community partners and in consultation with tenants, we will expand opportunities for knowledge transfer, neighbourhood restoration, more inclusive communities and enhancing the empowerment of tenants through creating their own solutions.

4.2 Environmental Sustainability

With our tenants, we will create and activate long-term ecological balance by reducing harm to the environment, protecting natural resources, increasing sustainable lifestyles and increasing sustainable consumption patterns.

4.3 Food Security

A key determinant of health is ready access to food and nutrition. Unity Housing will facilitate information and access for tenants to affordable food through Foodbank and other localised initiatives such as edible gardens, verge gardens, community gardens or excess produce sharing schemes.

4.4 Placemaking Strategy

In consultation with tenants, we will create, implement and evaluate a placemaking strategy to identify localised and shared neighbourhood spaces through which reactivation will bring about improved engagement and cohesion for tenants, local residents and the broader neighbourhood. A key factor will be accessibility and appeal for people with visual, sensory and physical disabilities.