

# Exploring The Most Significant Change

Unlocking New Knowledge

Tom Tolchard

# Agenda

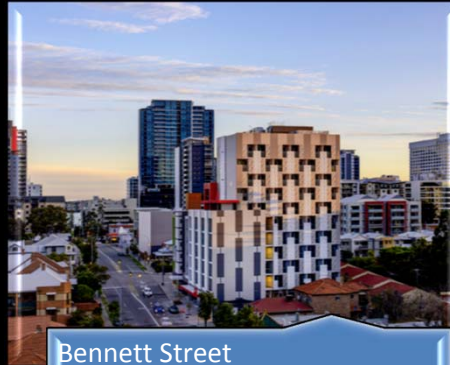
- Introduction to Foundation Housing Ltd
- How & why we measure impact
- Why MSC – What was the gap?
- Methodology
- Explore what has changed
- Identify the most significant change
- Share contact details

# About Foundation Housing Ltd



Foyer Leederville

- 16-25 year old youth



Bennett Street

- Transitional & Key Workers



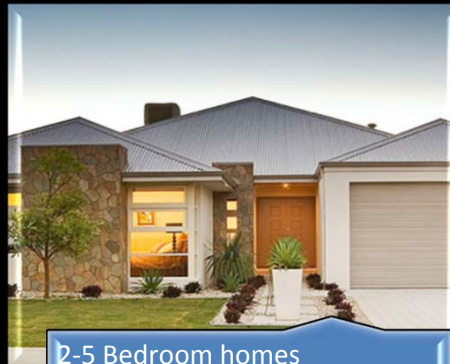
Hampton Road

- Street to Home



Keys Plus

- Private Rental



2-5 Bedroom homes

- Working Poor



Complex Families with history of tenancy failure

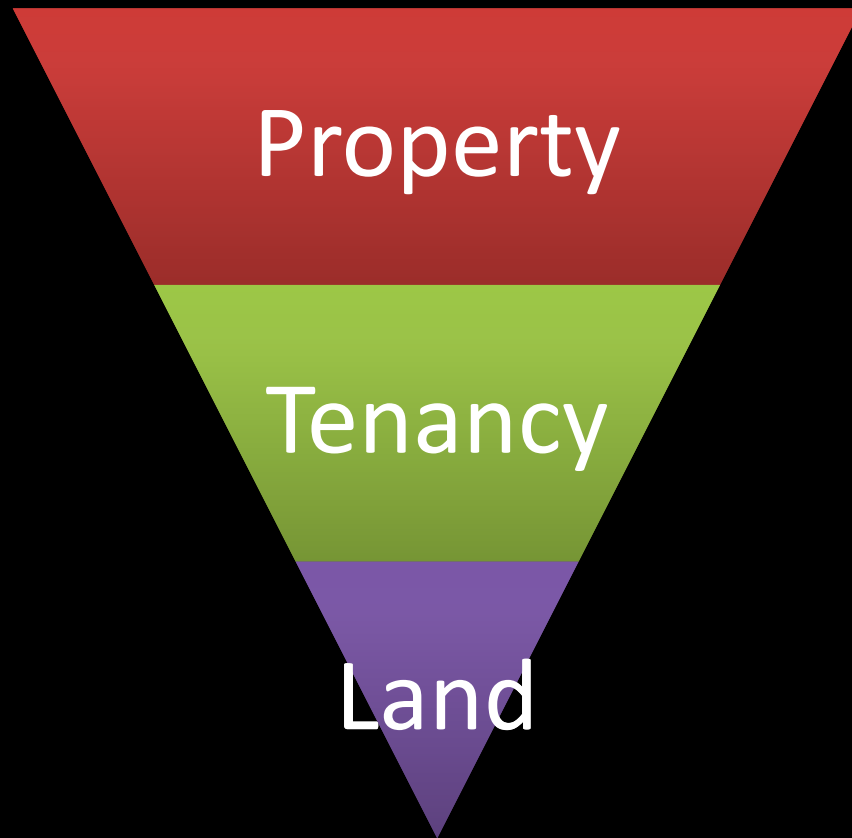
- Generational Poverty

# My Challenge

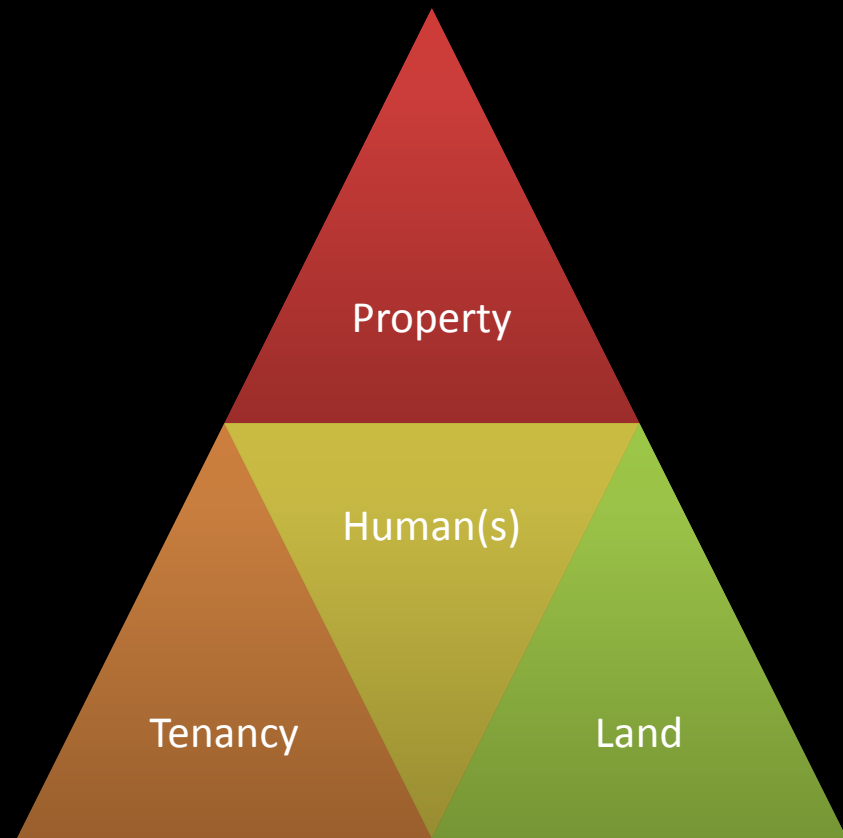


# The Changing Paradigm

Old Paradigm



New Paradigm



# Our 3 Tier System of Measurement

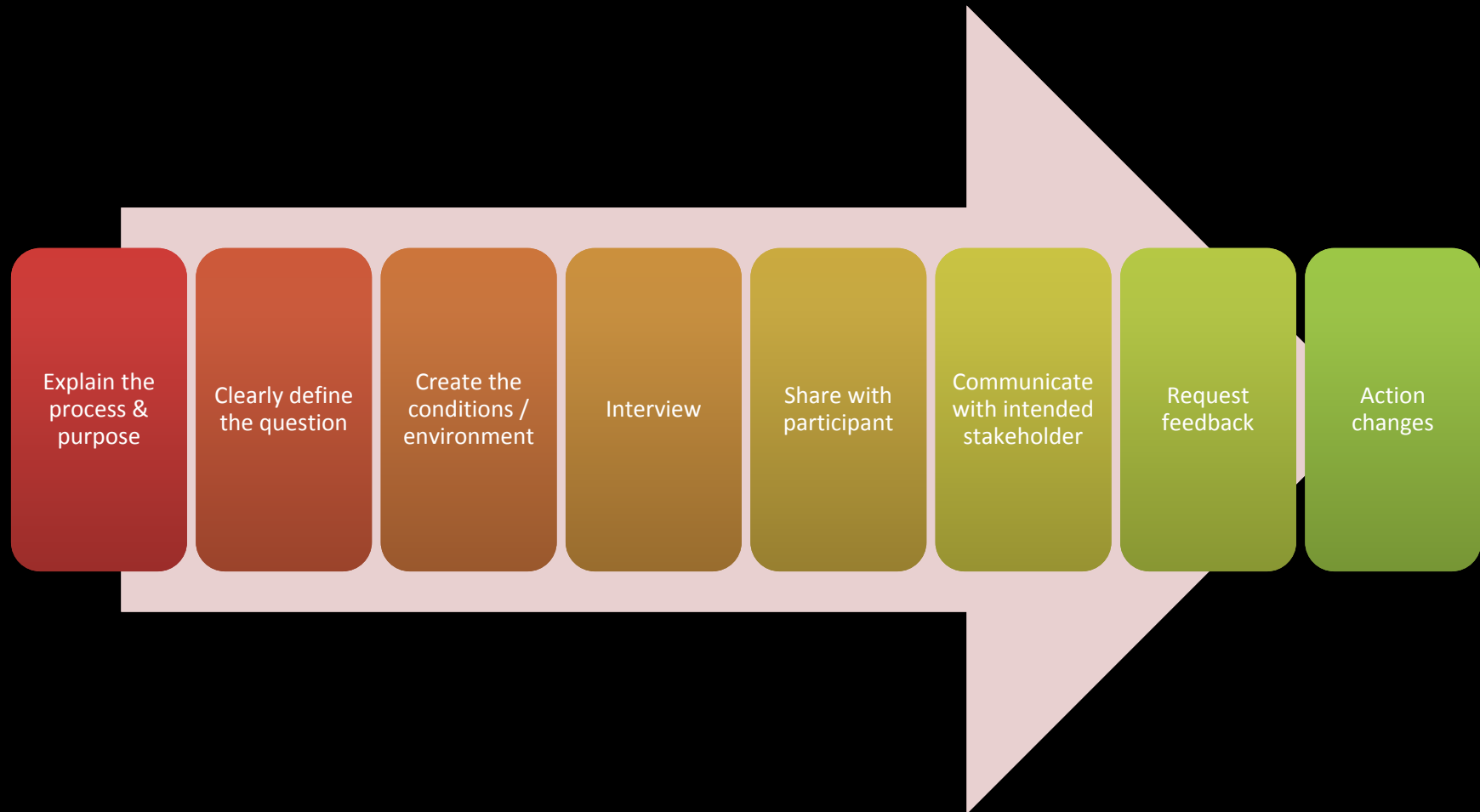


Property &  
Tenancy  
Standard

Tenant  
Wellbeing

Stories of  
Change  
(MSC)

# The Process



# When we use MSC

Housing tenants / New Development



Reviewing the impact of tenant led initiatives



Feedback back to suppliers and stakeholder



Influencing the Board - Call the Action

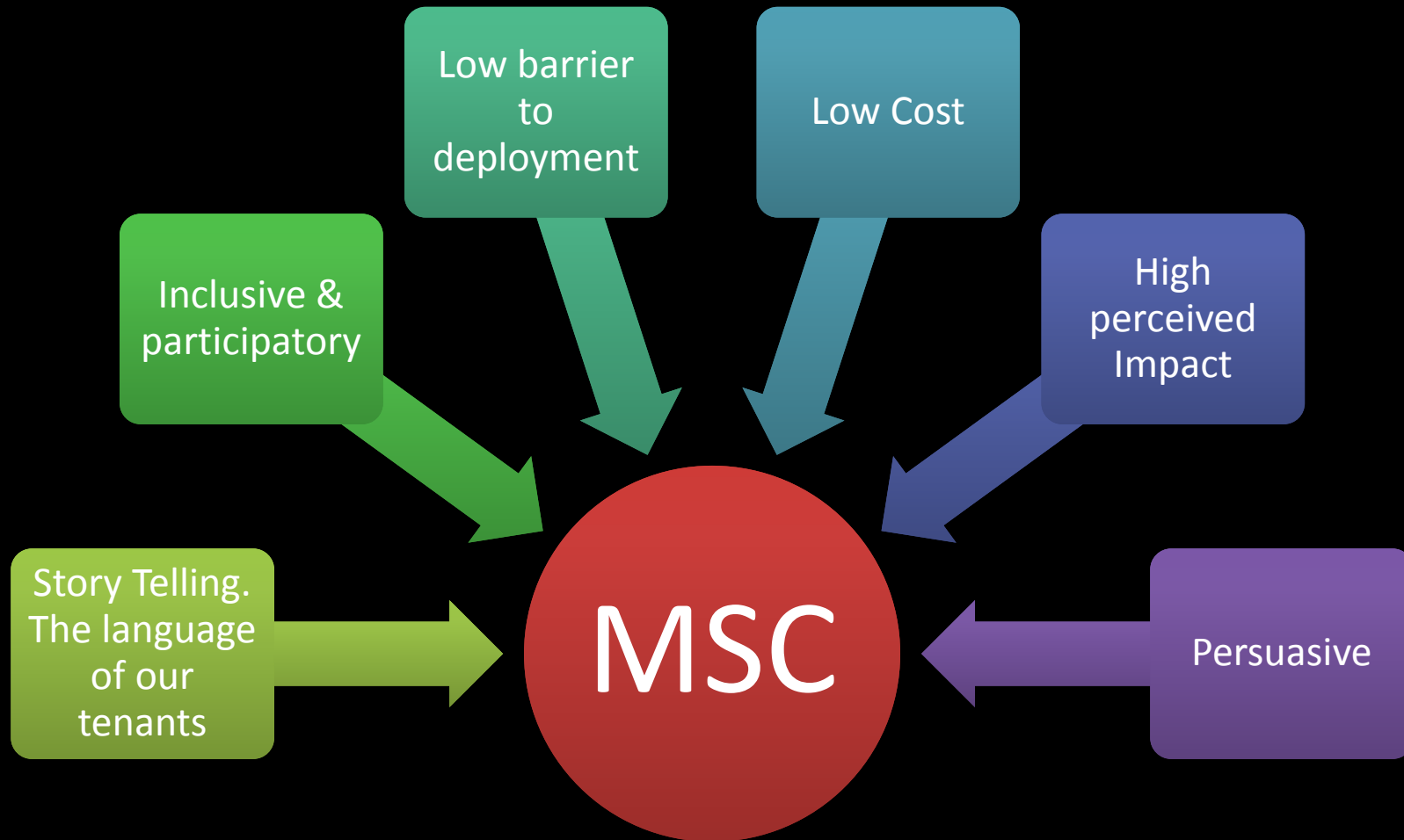


Volunteering





# In Review: Why we chose MSC?



# Example

Benet Street

Hampton Road

Collective Impact Project

Whole of community response

\$72,000 of unlocked resources with  
2 weeks



# The Most Significant Change

“It has taken me almost 10 years to fully recognise that we are foremost a people business. We must invest in the wellbeing of all our tenants if we are to positively impact property and tenancy standards.

Impacting demand by supporting tenants to stabilise and exit the system (of social housing) is most significant lever of influence we have, not adding new housing stock to meet an exponentially growing demand ”

Foundation Housing Ltd Board Chair (Board Approved)

# Contact

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