

Sounding Board: Guide for all Resident Involvement

March 2024, a newly formed Sounding Board at Central West initiated a collaborative and inclusive process to ensure that the diverse perspectives and concerns of all residents were accurately represented during the upcoming meeting with the landlord management team and the MP on 27th March 2024.

How the Sounding Board involved residents.

- On March 6th, the Sounding Board members, recognised as a good representation of the different types of households within the Central West building, held an informal meeting. During this meeting, the Board agreed on a comprehensive list of questions and issues to be presented at the March 27th management meeting. Acknowledging that the Sounding Board was not an elected representative body, they called for a meeting invitation to be sent out to Central West residents via NewmanFrancis (NFL).
- On March 21st, an inclusive meeting was held, where Central West residents who could attend were introduced to the new Sounding Board members. The attendees recognised that the extensive list of questions the Sounding Board had compiled reflected the diversity of households within Central West. Together, the residents worked collaboratively to refine the questions and voted on the most critical ones to be raised during the March 27th meeting with the SBHA/TGP executive management team and the MP.
- Following this collaborative effort, on March 23rd, NFL shared the ongoing issues at Central West and the agreed questions document with residents, arising from the Sounding Board meeting on March 21st with residents of Central West that wanted to be involved. This transparent communication ensured that every resident had access to the consolidated list of questions and Central West concerns, fostering an inclusive and informed approach to the upcoming engagement with the landlord and the MP.

This inclusive process facilitated a platform for residents to actively participate, voice their concerns, and collectively prioritise the most pressing issues and questions to be addressed. By collaborating with the wider Central West residents, the Sounding Board has demonstrated its commitment process to representing the diverse perspectives and interests of all Central West residents to deliver the important outcomes from the 27 March 2024 meeting – importantly minuted and sent to the SBHG/TGP and MP.