

CO-OPERATIVELY SPEAKING

Issue TEN | SEPTEMBER 2023 | Common Equity Housing Ltd



Rolling Out a New Member & Renter Housing Plan

The Member & Renter Housing Plan (MRHP) is a checklist of information designed to facilitate the exchange of essential housing information between CEHL and co-ops and between direct renters and CEHL.

The MRHP is a document to gather information on current and future housing needs. For example, members living in a family-size three-bedroom home, whose children have grown up and moved on, may wish to explore the option of a smaller two-bedroom unit within the same or a similar co-op. By indicating this in their MRHP, co-op members, renters and CEHL can explore opportunities that might suit the changing needs.

A successful pilot program of the MRHP was conducted with Larrakeyah, Seagull, FKN, Kakadu and Dwellers co-ops and in the Shepparton area. The pilot was a great opportunity to refine the MRHP template, ready for a rollout to CEHL members and renters throughout Victoria.

Regional in-person information sessions on the MRHP are being conducted throughout October, learn more on page 4.

Pictured left to right at the Shepparton pilot are Maria Licciardo, Jan Mirtschin, Rose Barnett, Leonie Mullane, Tracey Bruton, Derryn Smith, Sharon Jenkins, Alisha Campbell and CEHL Development Officer, Michael Ludlow.

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Message from our
BOARD CHAIR & MANAGING DIRECTOR
Fiona Herman & Liz Thomas

Hello everyone,

The CEHL Board did not convene in July. At the June meeting, the Directors' discussions turned to planning for the 2024 financial year to align with the CEHL Strategic Plan.

- The Board accepted the resignation of CEHL Company Secretary Brad Hosking and thanked him for his contribution and outstanding commitment to CEHL over the past 13 years.
- The Board appointed Indiana Bridges to the new CEHL General Counsel and Company Secretary role. Indiana is a legal and governance professional with over 10 years of experience in the for-purpose and charities sector, focussed on legal compliance and corporate governance.
- The Board approved the 2024 Annual Budget, noting the expanded application of the Maintenance Policy.
- The Co-op Board Advisory Committee (CBAC) membership was confirmed and the Board noted the goal of a balanced representation of members from across Victoria.

A reminder that there are Co-op Elected Director Positions available for election at the AGM. If you are considering standing for election, please see p. 3, for upcoming information sessions.

Member and Renter Survey results for 2023 are complete and it is great to see an improvement in renter and member satisfaction. We have included a summary of the responses in this issue. A more detailed report will be provided in September.

In co-operation,

Fiona Herman

Liz Thomas

CEHL Supports Constitutional Recognition of First Nations People

At the August Board meeting, the Board voted on a resolution to support constitutional recognition and a First Nations Voice to Parliament.

The decision reflects CEHL's deep commitment to reconciliation with Aboriginal and Torres Strait Islander people and recognises them as Australia's First People and Traditional Custodians of Country.

All CEHL team member email signatures will reflect the decision with the following graphic displayed until October 14 when the referendum will be held.

**CEHL Supports Constitutional
Recognition and a First Nations
Voice to Parliament.**

Become a Director with the CEHL Board

Your co-op can nominate co-op members for election to the CEHL Board of Directors at the AGM.

An email has been sent to all Co-op Secretaries with more information on the nomination and election process.

If you want to be considered for nomination, please discuss your interest with your co-op Directors.

You can also view the Board Director Elected Position Description on the CEHL website. Or find out more by joining an online Prospective Director Information Session which will cover:

- the nomination and election process;
- the role and responsibilities of a CEHL Director;
- the support and training provided to Elected Directors.

Prospective Director online information sessions will be held on:

Monday, 11 September 2023
5.30pm – 6.30pm

Monday, 2 October 2023
10.30pm – 11.30am

Tuesday, 17 October 2023
5.30pm – 6.30pm

To register to attend:

- **CLICK HERE** (digital version)
- or scan the QR CODE
- or visit: bit.ly/CEHLDirector
- or phone 1800 353 669



An insight from Heidi Lee

Heidi Lee, Co-op Elected Board Director and former Chair, shares insights about her extensive experience on the CEHL Board.

Heidi has been a dedicated member of CEHL co-operative housing since 2011.

Her journey as a Board Director began with her election to the CEHL Board in 2015 and she served as Board Chair from 2018 to 2022.



What has being a Board Director meant for you?

Being a Director with the CEHL Board has given me a great appreciation for the work that not only my co-op does for our own benefit, but also an opportunity to scale up my thinking on the co-operative housing model and what it offers to so many people. It's taught me about being co-operative with other Elected and Technical Board Directors, and other co-ops, in working together to not only build housing but to build the co-operative housing opportunity for more people. In being a Board Director I've gained great insights into the work and commitment that CEHL, the Board and co-ops put in to make the co-operative housing model work.

Over the years you've shown yourself to be a big believer in the co-operative model, tell us why?

We know that there is an affordable housing crisis in Australia. CEHL not only builds affordable housing, but the co-operative model is about community building and that's where the value is. As co-op members, we have such a wonderful opportunity to be involved in the decisions that affect our housing and homes. I truly believe that co-operative housing is the way towards fairer, more sustainable affordable housing outcomes. Housing co-operatives offer renter empowerment, housing stability and community resilience.

What would you say to someone that was thinking about putting themselves forward for a Co-op Elected Director position?

By just being involved in your co-op, you're already demonstrating the co-operative qualities it takes to be a Board Director. This is an exciting opportunity to grow that skill set with big picture thinking and contribute your knowledge to the Board. The make-up of the CEHL Board is unique in having an equal number of Co-op Elected Directors and Technical Directors, proving that they value member contributions. Being a Board Director offers countless learning opportunities, and you'll absolutely be supported to learn the role along the way.

Rolling out a new Member & Renter Housing Plan

What's next?

Further information will be sent to co-op Directors by email, including a presentation, to explain how the new plan works.

Co-op members and renters will then get an invitation to attend an in-person MRHP Information Session in their area. At this session, you can learn more about the plan, understand how your information will be used, and get help with filling out the Member & Renter Housing Plan forms. .

BENDIGO

Venue: All Seasons Resort Hotel Bendigo – Conservatory Room,
171/183 Mclvor Hwy, Bendigo
Date: Tuesday, 3 October 2023
Time: 1.00pm – 3.00pm

METRO NORTH

Venue: Treacy Centre – Treacy Room,
126 The Avenue Parkville, Melbourne
Date: Monday, 9 October 2023
Time: 1.00pm – 3.00pm

BALLARAT

Venue: Eastwood Leisure Centre
20 Eastwood Street, Ballarat
Date: Tuesday, 10 October 2023
Time: 1.00pm – 3.00pm

GEELONG

Venue: Eastern Hub Geelong – Connor & Hinchcliff Room,
285a McKillop Street (corner of Humble Street),
East Geelong
Date: Tuesday 17 October 2023
Time: 1.00pm – 3.00pm

EAST GIPPSLAND

Venue: Sale Greyhound Club
The Winning Post Function Room,
Sale Showgrounds, Maffra-Sale Rd, Sale, 3850
Date: Wednesday, 18 October 2023
Time: 1.00pm – 3.00pm

METRO WEST

Venue: Club Sunbury – Function Room,
49 Riddell Road Sunbury
Date: Thursday, 19 October 2023
Time: 1.00pm – 3.00pm

GIPPSLAND

Venue: Morwell Bowls Club – Function Room 3,
52 Hazelwood Road, Morwell
Date: Tuesday, 24 October 2023
Time: 1.00pm – 3.00pm

METRO SOUTH EAST

Venue: Ferntree Gully Bowls Club – Function Room,
2A Glenfern Road, Ferntree Gully
Date: Wednesday, 25 October 2023
Time: 2.30pm – 4.30pm

METRO PENINSULA

Venue: Frankston Library – Community Room
60 Playne Street, Frankston
Date: Thursday 26 October 2023
Time: 1.00pm – 3.00pm

COLAC

Venue: Colac RSL – Function Room,
21 Murray Street Colac
Date: Tuesday, 31 October 2023
Time: 1.00pm – 3.00pm

To register for an in-person MRHP Information Session

- **CLICK HERE** (digital version)
- or visit: bit.ly/CEHLMRHP
- or scan the QR CODE
- or phone 1800 353 669



If you would like further information about Member & Renter Housing Plans please contact **Kate Eunson** at mrhp@cehl.com.au, or call CEHL on **1800 353 669**.

Sourcing New Co-op Members, Beyond the VHR

In the last edition of *Co-operatively Speaking*, we highlighted a significant shift in selecting new co-op members. Now, most co-ops don't have to rely solely on the Victorian Housing Register (VHR) for member recruitment.

This progressive change allows co-operatives to identify potential members who align more closely with their co-operative community's core values and principles. Some co-ops are getting creative in finding new applicants. *Co-operatively Speaking* chatted with Kevin Thomas from Larrakeyah CERC, who says.

"We already have four new applicants for our units. They are coming along to our information sessions, and they are great prospects. CEHL is the best kept secret in Victoria. Nobody knows of its existence and our applicants are thrilled to be involved. Word of mouth is the best communication tool in Geelong; we have been very effective in gaining quality applicants."



Pictured is Kevin (right) with Larrakeyah Director and Assistant Treasurer Karen (centre) and prospective member Keith (left).

Kevin shared how Larrakeyah CERC, and member Brad, benefited from the increased flexibility in choosing new members.

"Brad was a Larrakeyah CERC Maintenance Director and member, who was tenanted in a 2-bedroom unit when he met a lady with 4 siblings. Moving in together, the 2-bedroom unit was now an impossible living space for them all. Larrakeyah circulated Brad's space issue and were able to find a suitable home swap with another Larrakeyah member living in a 3-br property with a large garden who was looking to downsize. Brad then advised Larrakeyah that he and his partner would be purchasing a home, making the 3-bedroom house available for a new member.

As life happens, Brad's new living arrangements changed and when another Larrakeyah CERC property became available, we were able to invite Brad to return as a member. Brad was delighted to accept the invitation and our CERC is glad to have Brad back. He is excited to participate as a Larrakeyah member in any role."

The recent changes meant that Larrakeyah CERC could offer a property back to Brad, someone known to the Larrakeyah CERC community as an active co-operative member. In turn, Brad benefits from secure housing and being a part of a community.

New Developments Underway

CEHL has 10 residential developments underway across Victoria, with 55 new dwellings to be completed between late-2023 and mid-2025.

The foundations and basement for our build in Brunswick are nearly complete. This 7-storey block will include 16 apartments, a commercial space and a communal rooftop garden. The project is jointly funded by CEHL and the Victorian Property Fund and will open its doors in mid-2024.



SEPTEMBER ONLINE INFORMATION SESSION

Assurance on Insurance

When: Wednesday, 27 September, 2023

Time: 6.00pm – 7.30pm (via Zoom)

In this session, CEHL's in-house asset and finance teams will provide an update on the CERC co-op liability and property insurances for the 2023-2024 Financial Year. This session will be of interest to all co-op Directors who would like to develop their understanding of insurance coverage and the claims processes.

Come prepared with any questions you might have for the CEHL team as well as our insurance broker Marsh, who will be in attendance.

To register:

- **CLICK HERE** (digital version)
- **or scan the QR CODE**
- **or visit: bit.ly/HotTopicInsurance**
- **or phone 1800 353 669**



Transferring from VicWide Back into a Co-op

An event for all VicWide renters and co-ops in the Greater Geelong area

When: Friday, 22 September 2023

Time: 11.00am – 2.00pm, a light lunch is included

Where: Virginia Todd Hall, 9 Clarence St, Geelong West

- Are you a VicWide renter interested in learning more about why co-operative housing is more than just a place to live?
- Do you want to live in a co-op in the City of Greater Geelong?
- Are you a co-op wanting to grow your membership?

Why this event could be for you.

This event has been planned to foster connections and camaraderie and facilitate introductions between VicWide renters and local co-ops. There will be an opportunity to share stories, meet new people, exchange ideas and share a meal.

Co-op Directors, this event will allow your co-op to consider the allocation of new properties and new members who are currently in VicWide. Our dedicated Community Development Coordinator (CDC), Ben Ferwerda, will contact you to plan your co-op's successful participation in the event.

VicWide Renters, this is an opportunity for you to join or re-join a co-op and become part of a co-operative community to learn new skills, meet new people, and have greater influence in your property management.

This is a pilot program for the Greater Geelong Area. If you want to see a similar event in your area or for your co-op, please email your CDC. Your enthusiasm could be the catalyst for an event that changes lives and communities.

To register for lunch

- **CLICK HERE** (digital version)
- or visit: bit.ly/VicWide2Coop
- or scan the QR CODE
- or phone 1800 353 669



Why are inspection photos taken?

CEHL Tenancy Coordinators and co-op Directors are often asked why photos are taken during general inspections.

General inspections ensure a property is properly maintained and document any issues requiring attention, such as worn carpets or damaged blinds. It's common for Tenancy Coordinators and co-op Directors to take photos of a property during a general inspection.

Photos can be used to:

- document repair and maintenance needs, and obtain quotes
- record the condition of the property at a point in time; or
- to provide evidence if a Breach Notice is issued.

Tenancy Coordinators and co-op Directors will do their best to ensure your personal items are not included in photos. You can help by removing sensitive or personal items from view before an inspection.

If you have concerns, please speak with your Tenancy Coordinator or co-op Director at the start of the inspection and agree on the items you do not want to be included in photos. To read about CEHL's privacy statement go to the website or click here: www.cehl.com.au/PrivacyStatement.



Member and Renter Survey Results

Thanks to everyone who completed the annual survey, your feedback makes an important contribution to improving how CEHL work together with co-ops and renters.

679 completed surveys was an outstanding response - the biggest number ever received!

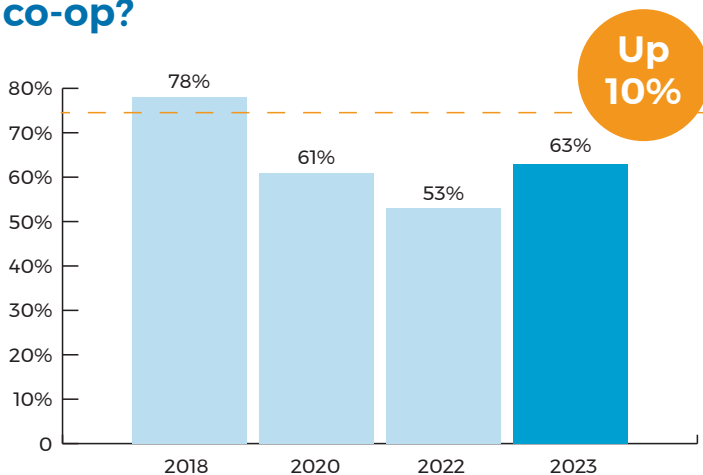
The Housing Registrar requires three standard questions on satisfaction with maintenance and repairs, services, and consideration of views to be included in the survey. This year CMC and CERC members responded to questions as a reflection of their experience with CEHL and with their co-op.

- How satisfied are you with the services provided by CEHL/your co-op?
- How satisfied are you that your views are being taken into account by CEHL/your co-op?
- How satisfied are you with the way CEHL/your co-op manages repairs and maintenance?

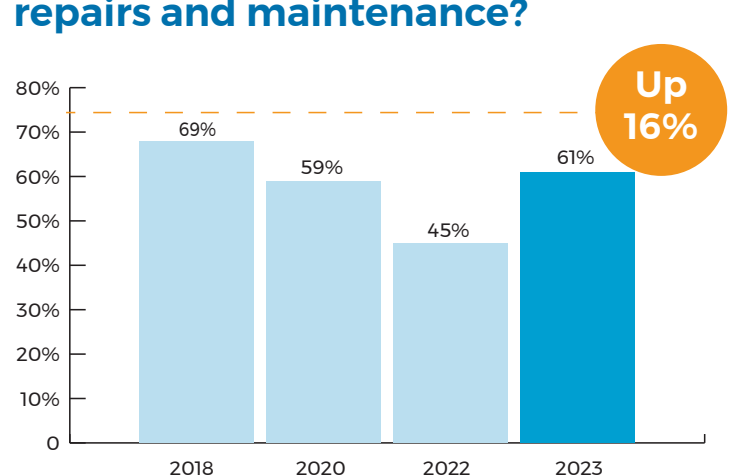
Overall, combined survey results improved in all categories for 2023, but don't meet the Housing Registrar's acceptable standard of a minimum of 75% satisfaction. Across all categories, co-op members were generally more satisfied with their co-ops than CEHL, and VicWide direct renters were more satisfied than co-op members.

CEHL will continue to work closely with co-ops and renters to ensure there is a focus on what matters most to you.

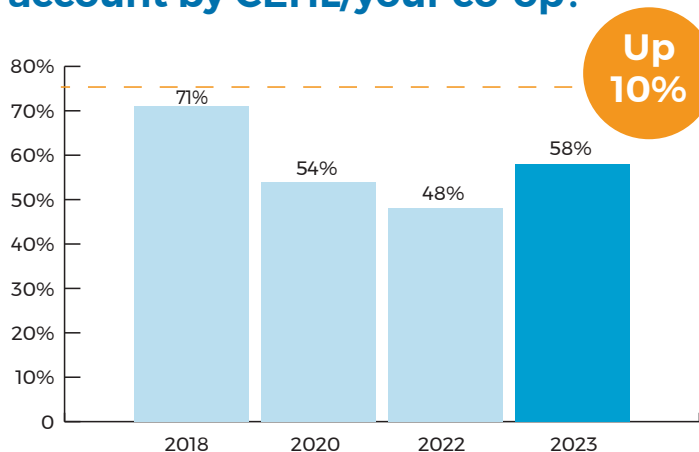
How satisfied are you with the services provided by CEHL/your co-op?



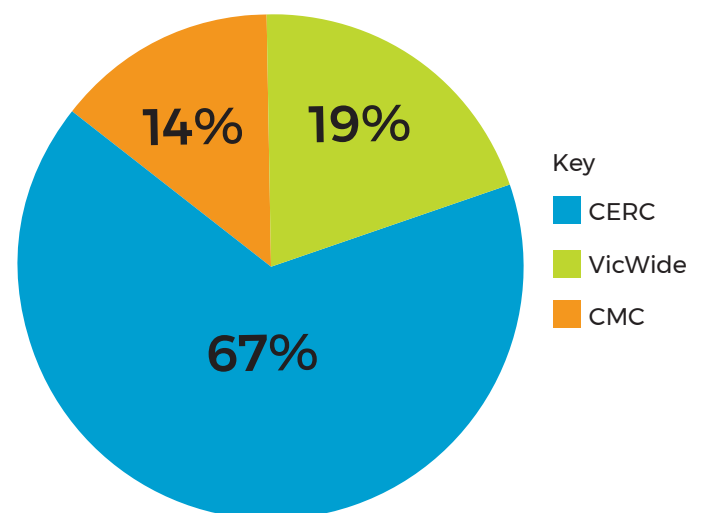
How satisfied are you with the way CEHL/your co-op manages repairs and maintenance?



How satisfied are you that your views are being taken into account by CEHL/your co-op?



Who completed the survey?



How many surveys were completed?

YEAR	2018	2020	2022	2023
SURVEYS COMPLETED	407	521	558	679

Member and renter feedback on communications

In the 2023 Survey, members and renters provided feedback on how they would like CEHL to communicate with them – 434 people responded.

65% of respondents prefer CEHL to communicate via email or text, but many commented that it depended on the circumstances and that using various communication methods is preferred. Some other communication ideas included social media, attending co-op meetings and Zoom online meetings.

78% of respondents read and enjoy *Co-operatively Speaking*, and comments were generally positive. Some of the feedback was mixed:

- some people would like to see more original member content, others want less
- some loved the magazine feel with images and colour, while others found it harder to read
- some felt stories could be more 'honest', and did not want the focus to always be positive news.

66% of respondents said they would be interested in attending regional events with CEHL team members for information, training and networking. The most popular times for events are weekday evenings (33%), weekdays during the day (23%), and Saturday during the day (19%).

17% of respondents said there was something preventing them from contacting CEHL. Reasons included not feeling heard, not receiving a timely response, not being able to find the right person and being concerned about possible negative consequences.

Congratulations Survey Prize Winners!

People who completed the survey could win 3 x \$100 or 4 x \$50 vouchers. CEHL's Rachel Johnson had the pleasure of sharing the good news with the seven winners from:

- Southerners CERC
- Wonthaggi Pioneers CMC
- Eyrie CERC (x2!)
- Mangroves CERC
- Woorayl CERC
- Tamil CERC.

Sue Wolstenholme (pictured right) said, "I was ecstatic to hear that I had won a gift card by completing a survey for CEHL, I am a member of Southerners CERC in Ballarat and have been for over 20 years, I am very happy with my home."



Potluck Dinner!

The August CEHL Board meeting was a marathon three hours of discussion and decisions.

Fortunately when the meeting was over, there was a homemade feast to share in a potluck dinner, made up of dishes from Board members and CEHL Executives. The menu included ratatouille, smoked salmon with dill cream sauce, marinated chicken wings, salads, mini quiches and fresh out of the oven damper ... keep an eye out for Board Director recipes over the coming editions of *Co-operatively Speaking*.



SAVE THE DATE



CEHL
Common Equity Housing Ltd

*better
together*

**2023 ANNUAL
GENERAL MEETING**

FROM 11AM
SATURDAY 25 NOVEMBER 2023
KARSTENS, 123 QUEEN STREET MELBOURNE

Calling For Nominations for the CEHL 2023 Honour Board

The CEHL Honour Board celebrates co-op members who have made outstanding contributions to CEHL co-operative housing.

Nominations for the 2023 Honour Board Award are now open and close at 5pm Friday 29 September.

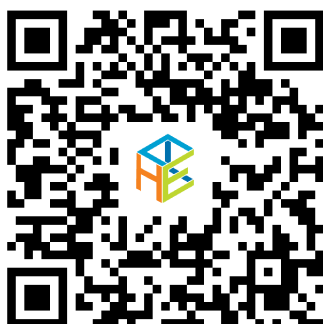
You are invited to nominate a member of any CEHL co-op, including past members and members who have passed away.

To be eligible for nomination, the nominee should:

- have minimum of five years membership of a CEHL co-op
- be, or have been, a well regarded and active member within their co-op
- have maintained rent payments
- have made an outstanding contribution to the wider CEHL co-operative community.

Refer to your co-op Secretary for more information to nominate:

- **CLICK HERE** (digital version)
- **or visit:** bit.ly/CEHLHonourBoard
- **or scan the QR CODE**



Previous Honour Board Recipients

MEMBER	CO-OP	YEAR
Christine Tenney	Southern Cross	2022
Karren Walker	Sun	2021
Rhonda Wilson	Endeavour	2017
Jean McVilly	Access	2016
Rhonda Jaruga	Southerners	2015
Iain Walker	Earth	2014
Ron Howell	Bayside	2014
Jenny Makar	Thomson River	2012
Pat Finegan	Ithaca	2011
Sandra Silvey	Southerners	2011
Marg Craigie	Eastern View	2010
Charles Barry	Tee Pee	2009
Carol Fountain	Opcola	2009
Millie Connelly	Keilor	2008
Val Date	Carinya	2008
Trish Britten	Goulburn Valley	2008



Social Housing Volunteer Awards

Is there an outstanding member in your housing community you would like to recognise?

Why not nominate them to the Victorian Government Social Housing Volunteer Awards. For more information visit www.housing.vic.gov.au/social-housing-volunteer-awards

New Applicant Information Sessions

New Applicant Online Information Sessions will now run on a regular monthly schedule.

Some of the topics covered include:

- What is a housing co-op
- About CEHL
- How CEHL and co-ops work together
- Types of housing offered
- Benefits and challenges of being a co-op member
- What are the expectations of co-op members
- Steps to apply.

When possible, an experienced member will share their co-op journey. There will be an opportunity for potential applicants to ask questions. See below for information on the next session or contact housing@cehl.com.au for future dates.

When: Tuesday, 10 October

Time: 10.00am and 6.00pm

To register:

- **CLICK HERE** (digital version)
- or visit: bit.ly/CEHLInfoSession
- or phone **1800 353 669**
- or scan the **QR CODE**



It's Bingo-Bean-O!

Another great event coming up with Mangroves Co-op member Leanne Warner!
BINGO-BEAN-O!

Did you know that Bingo was originally called Beano as before the time of textas and daubers, players placed beans on their cards. When players won, they stood up and called out Bingo and the name stuck from there. Join in for a fun evening with 3 rounds of online bingo, with prizes for bingo winners, and a prize for the person wearing the funniest hat.

When: Thursday, 21 September 2023

Time: From 7.00pm

Where: Online via Zoom: bit.ly/BingoBeanO
or scan the QR Code



Please RSVP here: www.surveymonkey.com/r/LRTPDSD

Would you like us to post your Bingo cards to you?

Make sure you RSVP before 2.00pm Thursday, 14 September

Didn't RSVP? No problem, you can also show up on the night by logging into the above Zoom link and we will send you digital bingo cards at the beginning of the event. Please note you will need to be able to print your card or share your screen to show you have won BINGO!

**ONLINE
SOCIAL
MEMBER-LED
EVENT**



Robyn's Delicious Chocolate Brownie

Robyn Latham is a Southern Cross CERC member who shares her Chocolate Brownie Recipe this month. Pictured in the photo is Robyn (left) sharing a plate of brownies with her good friend Beris (right).

Thanks Robyn they look delicious!

INGREDIENTS

- 1 cup Nestle cocoa powder
- 2 cups castor sugar
- 165 grams butter
- 4 eggs
- 1 tsp vanilla
- ½ cup self raising flour
- 200 grams package baking chocolate chips (I use Cadbury, or Nestle milk or dark, or a mix of)

METHOD

1. Pre-heat oven to 150-160 degrees Celsius (if you have a hot oven, 150 is good)
2. Melt butter and cool slightly, then add chocolate powder and mix to smooth
3. Add the eggs one at a time and mix well after each addition
4. Add sugar and mix in for quite a few minutes so the sugar dissolves a bit
5. Add vanilla essence
6. Add chocolate chips
7. Sift in flour and gently mix around until all mixed in
8. Pour into a 25.7cm x 17.5cm slice tin (if you have large slice tin double ingredients)
9. Cook for 50-60 minutes
10. Let cool then dust with icing sugar
11. Enjoy! 😊

**Do you
have a recipe
to share?**
Please email it to
engage@cehl.com.au

Bianca Yankov from Cut Paw Paw CERC Interns with CEHL

Bianca is the Chairperson of Cut Paw Paw CERC and currently studying a Diploma of Community Services and hopes to do further studies in Community Development next year. CEHL has welcomed Bianca to work with the Engagement & Communications Team as an intern for a few months. This aligns with the International Co-op 5th Principle – education, training, and information. It was a great opportunity for her to share an insight into her co-op life.



How did you find co-operative housing?

I found co-op housing when I applied for public housing. My support worker at the time explained to me that there are different types of housing available if I don't get accepted into public housing. She went through these other options with me, and I was interested so she ticked the boxes of 'social and co-op housing'. Then she told me that there were information sessions to learn more about co-op housing and I agreed to attend.

What do you like about being a part of a co-op?

That I feel like I belong somewhere in my community. I've always yearned to feel a sense of belonging, to feel important, and that my opinion is valued. I like that other co-op members are asking for my views and thoughts on matters.

Anything specific about your co-op that you're fond of?

My buddy Craig. He has always been my go-to person for any kind of question, and he has always been patient, kind, and understanding towards me. He's an amazing person with a wealth of knowledge and I see him as my buddy but also my mentor.

As a younger person what would you say to other young people who might consider co-op housing?

Go for it! You have nothing to lose but everything to gain. There's no harm in trying anything in life. I had no idea before getting into co-op housing about how meetings are run, but now know lots of things like how a co-op is run as a small business with Directors, the importance of meeting minutes, how to get quotes from tradies and the list goes on!

You're quite involved in your co-op, tell us about the roles you have and what that's like?

I'm the Chair of our co-op and so far, I've received good feedback from our co-op members. I'm also assistant Maintenance Director, so whenever they need help with anything maintenance, I'm willing to learn. I enjoy being part of the Board and making decisions with other board members.

Due to my learning disability, there has been a few bumps throughout my journey, but Craig (my buddy) has always been very helpful and understanding.

One thing I'm trying to push in my co-op is to have a code of conduct in place so all members are respected, are equal and can have their voice heard without disrespect, intimidation, or discrimination. I have a will to achieve this, and I'll get there!

Embracing Age-Friendly Changes: Adapting Your Property and Care Through Your Life Journey

If you or your loved one need aged care support in Australia, “My Aged Care” serves as the gateway to accessing government-funded services.

My Aged Care makes it easier for individuals to navigate the aged care system and find assistance. They can help you can make informed decisions about your care and well-being, and help you access services including:

- help at home, such as home visits and modifications
- short-term and respite care; and
- aged care homes.

While CEHL does not fund mobility modifications, My Aged Care can help to provide funding for modifications, that you can then request to self-fund through CEHL.

To register for My Aged Care:

- call toll-free 1800 200 422 or
- visit the My Aged Care website (www.myagedcare.gov.au) and complete an online registration form.

When you register, you will be asked a series of questions to gather information. This will help determine the level of care and support required.

Following registration, you will undergo a comprehensive assessment conducted by a trained professional to gain an understanding of your physical, cognitive, and social needs. The assessor will ask about your living situation, health conditions, mobility, support network, and specific care requirements. This assessment will determine your eligibility for government-funded aged care services and help develop a personalised care plan.

With the support of My Aged Care, you can access the appropriate aged care services, maintain your independence, and enjoy a fulfilling and comfortable journey as you age.



Co-operatively Speaking, in Print!

Feedback from the recent survey and conversations at the Common Connections events indicate that some members and renters would prefer to receive *Co-operatively Speaking* in a printed format.

In response, *Co-operatively Speaking* will now be distributed to all members and renters through email, as well as traditional postal mail. This way, we aim to ensure everyone can access *Co-operatively Speaking*'s information and stories in a format that suits their preferences.

WOULD YOU PREFER NOT TO RECEIVE A PRINTED COPY?

If you would prefer **NOT TO** receive a printed copy of *Co-operatively Speaking* in the future, or you would like to add another household member's email address to receive a digital copy, please do one of the following:

- **CLICK HERE** (digital version)
- or visit: bit.ly/CSOptOut
- or scan the QR CODE
- or phone 1800 353 669



CONTENT CALL OUT!

Share Your Stories & Photos for a Chance to Win Monthly Prizes!

Co-ops are nothing without you, and *Co-operatively Speaking* is nothing without your stories! Here is a list of ideas you might like to submit, but feel free to reach out to engage@cehl.com.au with any ideas you'd like to share.

If your content is included, you could win a \$50 voucher!



Get in touch!

To contribute to *Co-operatively Speaking*, please contact **Kristina Innes**:

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CEHL is committed to embracing diversity and eliminating discrimination. Our workplace and housing services are inclusive, and we welcome everyone irrespective of ethnicity, lifestyle choice, faith, sexual orientation, and gender identity.

In the spirit of reconciliation, CEHL acknowledges Aboriginal and Torres Strait Islander peoples as Australia's First People and Traditional Custodians of Country.

CEHL supports constitutional recognition and a First Nations Voice to Parliament.