

# CO-OPERATIVELY SPEAKING

2020 ISSUE 01

See [www.cehl.com.au/Whatson/News](http://www.cehl.com.au/Whatson/News)  
for latest Coronavirus (COVID-19) updates

## 2020 SCHOLARSHIPS

The CEHL scholarship program encourages people living in housing co-operatives to access educational opportunities and develop their skills.

Congratulations to the nine CEHL Scholarship recipients for 2020.

Applicants came from all over the state, with eight scholarships in the general education category and Leuca Sharman was awarded the Helen Tyndall scholarship for further studies in Business Management & Finance.

Scholarship recipients receive \$2,000 each to go toward their education costs.



**Adam Casley-Old,**  
**Earth CERC**

VET CAL, Building & Construction



**Olivia Hope Campbell**  
**Maryvale CERC**

Undergraduate Degree,  
Criminology 4,  
Psychological Science



**Cathleen Staats, Nasa CMC**  
Graduate Certificate, Domestic &  
Family Violence



**Troy Relouw,**  
**Central City CERC**

Certificate IV,  
Training and Assessment



**Jessica Leslie,**  
**Earth CERC**  
Bachelor Degree



**Randa Assi,**  
**Diamond Valley/  
Whittlesea CERC**

Undergraduate Degree, Science



**Leuca Sharman, Sun CERC**  
Bachelor Degree, Business  
Management & Finance



**Sarah Andrew, Liberty CERC**

Certificate III,  
Education Support



**Noilani Beck,**  
**Dragon City CERC**  
Certificate II, Animal Studies



# Autumn News from the Chair

Welcome to our first *Co-operatively Speaking* of 2020. This issue contains lots of great articles and information about training opportunities, changes to the Residential Tenancy Act, films, recipes, and more. We also have a heartwarming update from our Mallacoota Co-op who was directly affected by the summer bushfires.

This year, many Victorians have experienced either the impact of the fires or the coronavirus pandemic, or both! It's in times like these that co-operativism is so important. Please reach out to your fellow co-op members and community, if you can, and I encourage all co-ops to contact CEHL for assistance with any co-op matters.

### *Rent support*

Many Australians are facing wage uncertainty in the face of the Coronavirus pandemic - we are lucky to be members of our co-op housing Program with an assessed rent. If you, or a fellow co-op member are experiencing changes to your income, remember you can have your rent re-assessed by lodging a new HIF form with your co-op or CEHL on [FinServ@cehl.com.au](mailto:FinServ@cehl.com.au). CEHL can also help you estimate variable income, if needed.

### *Service Continuity*

CEHL has plans and resources in place to maintain services to co-ops and direct tenants if quarantine processes are implemented. Many co-ops around Australia are already testing their ability to have

meetings and function safely during social isolation and quarantine periods. Please get in touch with the office or your CDS if you have queries or ideas to share about this.

### *New Co-op Program Committee*

At our recent Board meeting we endorsed the creation of a Co-op Program Committee. Thank you to all the members who contributed expertise during this process. Two Board Directors have been appointed to this committee: Gordon Keiselbach and Brodie Woodland. We are excited to recruit members and an independent chairperson to complete the committee.

### *Thank you*

Some of the most powerful expressions of kindness appear during tough times. I am reassured to hear about the ways members are already supporting each other this year. I look forward to the most acute phase of coronavirus passing and hope to see you at a co-op event soon.

Stay safe, stay well, and stay in touch.

Yours in co-operation

**Heidi Lee**  
**Chairperson**  
**CEHL Board**



## Seeking skilled co-op members for board committees

The CEHL Board will soon seek to recruit co-op members to the new Co-op Program Committee.

Furthermore, the board will seek to recruit independent members with specific skills to other board committees, which address issues such as; finance, risk, insurance; property development and asset management; human resources, culture and governance.

**More information on page 16 and [Have your Say](#) shortly ...**

# CEHL DIRECTORS



**Heidi Lee**  
Chairperson and Co-op  
elected Director

I joined the CEHL Board because I love co-operatives and have seen groups of people come together to solve things, so much better than individuals can.

Being on the CEHL Board is a privilege. I feel a huge sense of responsibility to the thousands of Victorians who live in our Co-op Housing Program, and to the staff who work so hard to support co-operatives. Working together we can make better housing co-operatives and communities for everyone.



**Fiona Herman**  
Co-op elected Director

On the CEHL Board I have had the privilege of working with other great directors in making decisions for the benefit of co-ops and to ensure we maintain, and sustain our wonderful Co-op Housing Program, now and into the future.

I have had the opportunity to work on the sub committees of Property, People, Culture and Governance and currently as Chair of the Policy Advisory Committee. I am looking forward to contributing further in my new role as Deputy Chair of the CEHL Board.



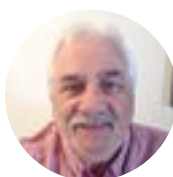
**Stephen Copland**  
Appointed Director

Stephen is General Manager at National Pacific Properties. He is a highly experienced property developer with a background in the Ministry of Housing and Urban Land Corporation. Stephen joined the CEHL Board in 2015.



**Robyn Evans**  
Co-op elected Director

I was thrilled to be elected to the Board. I hope that my time on the Board can add value to everyday members of CEHL's co-operatives; improving communication between the Board and their member co-operatives and individual households, at the core of our service.



**Gordon Kieselbach**  
Co-op elected Director

You may be surprised to hear that I was a little sceptical of my role early in my tenure. How was I to get my head around the operation of such a large organisation?

I am excited to have been given the opportunity to participate in the Co-op Program Committee. It will allow me to use my knowledge & experience in assisting to deliver on our core business objectives.



**Keith Bayliss**  
Appointed Director

Keith has over 30 years of experience as a senior executive and director in the property industry. Keith was appointed to the Board in December 2019



**Stephen Nash**  
CEHL Managing Director

Being on the board of CEHL is a real privilege to experience where co-op members bring their insights and expertise into very important work by a very skilled board. This ensures putting the 'customer' at the centre of key decisions and is an exemplary model in the housing system.



**Sylwia Greda-Bogusz OAM**  
Co-op elected Director

I enjoy using my skills, experience and knowledge for the benefit of the co-op members and the company. I wish to see the company and all our members prosper as well as have mutual respect for one-another.



**Tony De Domenico OAM**  
Appointed Director

My CEHL Board involvement has been indeed positive in terms of my personal development. I have developed a greater sense of co-operation, tolerance and respect for my fellow director.

In turn, this means that I have improved as an individual and have been able to pass on my experience to other Boards that I am involved with. CEHL is after all -More Than Just Housing!



**Samantha Winter**  
Appointed Director

Samantha has extensive finance, governance and management experience and was appointed to the Board in December 2019.



**Brodie Woodland**  
Appointed Director

I'm motivated to build on the legacy that has been built by the Program across its history and helping it thrive well into the future.

For me, the 30th birthday event in 2016 was such a great chance to celebrate and left me super inspired for the next 30 years and beyond.



# MANAGING DIRECTOR'S UPDATE



It has been a challenging start to the year for many. Who would have thought we would see supermarket shelves emptied of some key supplies. This made me think of how unco-operative people can be in society when they feel scared, disconnected and concerned primarily about themselves.

Thankfully, there are some good news stories of generosity and people looking out for and supporting each other in the Program and across the community.

I am inspired by the members in Mallacoota and how they have been dealing with the bushfire impacts.

## Resourcing co-ops

CEHL is working hard to provide useful information to minimise the Coronavirus threat to co-ops and members in the Program. Even though our doors of the office are closed for now, we are all still working.

CEHL will keep resourcing co-ops on ways to continue co-op business, while taking precautions to reduce the likelihood of spreading infection to the most vulnerable in co-ops and the broader community.

By the time you receive this publication, we will have communicated various updates to co-ops and members. It is important to stay calm and look out for each other – co-operation, compassion and concern are precisely what the world needs more of now. We look forward to hearing and sharing your creative and practical examples.

Please remember that we have very well established policies and procedures to cover circumstances like the one we are all facing. We are also learning new ways to resource co-ops to meet remotely.

Please try to use this time to continue or reconnect with the things that make you happy and nurture

you. I will be dusting off that guitar in the cupboard and ramping up my potted herb garden.

## Steps to take to prevent virus spreading

The latest advice to prevent the spread of the virus is to:

1. Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, sneezing, or using the toilet. If soap and water are not readily available, use a hand sanitiser that contains at least 60 per cent alcohol.
2. Avoid touching your eyes, nose, and mouth with unwashed hands.
3. Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
4. Do not share drinking bottles, crockery and cutlery.
5. Stop shaking hands, hugging or kissing as a greeting.
6. Ensure a distance of 1.5 metres is kept between yourself and others.

Finally, I am very excited to see the CEHL Board resolve to create a *Co-op Program Committee* see page 16 for more details.


This will be a fantastic way for the CEHL Board to get direct advice from program members as a result of consultations with the Program about Program direction and key program decisions.

**Best wishes,**

**Stephen Nash**  
**Managing Director**



# Strong Communities, Mallacoota and the Bushfires



Australia has always had bushfires, but this year the ferocity of the bushfires has been unusual, and we have all questioned why? It is a simple question that has an incredibly complex answer and many are already working through the issues and planning on how to prevent and prepare better for the threat of fire in the future.

Mallacoota, the small coastal town in the East Gippsland region of Victoria, was hit by fires on 30th December 2019. Approximately 4,000 people, including 1,000 residents and 3,000 tourists were in the town at the time.

The thousands caught in Mallacoota were evacuated from residences on the outskirts of town to areas in the centre of town and the beach front. The Country Fire Authority went from trying to protect property to preserving life. The Mallacoota Co-op was directly affected by the fires, CEHL owns eight houses in the area, with some tenants being in residence for over 15

years. One house was burnt down and the other seven homes have varying degrees of fire damage. Thankfully, all tenants are safe and most members have now returned home.

We are working with the families affected and the insurance company to get the best outcomes.

The Mallacoota Co-op have worked strongly as a community, they have been supportive of one another as they have faced adversity and loss. The strength of helping each other both physically and mentally at this trying time reflects the strength of human spirit and resilience of the community.

We thank the Mallacoota Co-op members and all the co-ops who offered vacancies to be considered for potential allocation to the bushfire emergency. The co-op community have clearly shown what strong communities look like in challenging times.







# CHANGES TO THE RESIDENTIAL TENANCIES ACT

The Victorian Government is introducing new tenancy laws:

- Some changes have already been implemented
- All other changes will be in place from July 2020
- Until changes come into effect, the current laws apply

CEHL is monitoring each change that is announced and making sure that all our policies are up to date. Co-ops will be informed of any changes, so all tenancies are managed in accordance with the new law.

### Training in May

All people in the Program are welcome to attend the training sessions about the new residential tenancy laws, scheduled in early May in each region. Check [What's on](#) on the website for details.

**! Check website for training dates**

### Recent Changes

#### Pets and renting

- As part of the rental reforms, tenants will be able to keep a pet after seeking permission from their landlord
- A landlord must apply to VCAT if they do not want to give permission for a tenant to keep a pet

- For more information about this change to the Act, view [Consumer Affairs Victoria's Pets and renting page](#)

### Changes to the frequency of rent increases

- Leases entered into, on or after 19 June 2019, landlords must not increase the rent more than once in any 12-month period
- In the Program this will affect when a rent increase can be charged for any tenancy that started after the last Annual Rent Review. CEHL will advise co-ops of the correct date to charge a rent increase for any new tenancies

For more information about this change to the Act, view [Consumer Affairs Victoria's Rent increases page](#)

### Keeping up to date

The [Consumer Affairs Victoria](#) website has really helpful information about all the proposed changes. You can access the information and register for regular updates.



### Find your money

Did you know there is over \$1billion in lost shares, bank accounts and life insurance!

You can now look up if you have any unclaimed money from [moneysmart.gov.au/find-unclaimed-money](https://moneysmart.gov.au/find-unclaimed-money)



## COVID-19 CORONAVIRUS

The COVID-19 (coronavirus) outbreak is having a major impact on our everyday lives and may do so for a prolonged period of time.

The health and wellbeing of our people, co-ops and tenants is our first priority. Our response measures aim to minimise any risk to the community and to potential disruption of services to co-ops and tenants.

We anticipate that a number of members currently on receiving wages and salaries will need to request a reassessment of their rent.

The rent model in the CEHL Housing Program enables all program members to seek an immediate rent review if their income changes by more than \$50 per week.

CEHL will ensure that any household facing financial and housing challenges as a result of COVID-19 can

access all relevant support services provided to the community at this time.

For information and guidance about the current outbreak of the coronavirus disease (COVID-19) we recommend you check the Department of Health and Human Services for accurate information.

**COVID-19 Information hotline 1800 675 398**  
[www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)

**Does CEHL have your correct email or mobile number?**

Having your mobile phone number or email address can help us inform you as quickly as possible of any developments.

We will keep you updated if there is any change to services.



## AUTUMN MAINTENANCE

### CHECK SMOKE ALARMS

The end of daylight savings - 5 April 2020 is a great time to remember to check your smoke alarms are working properly.

CEHL checks smoke alarms annually in properties in Community Managed Co-ops (CMC) and VicWide tenants.

Common Equity Rental Housing Co-ops (CERCs) are responsible for annual checks of smoke alarms in every house in their co-op.

### CLEAN GUTTERS + DOWNPIPES

Keeping gutters and downpipes clear of leaves and debris prevents potential blockages and backflow of water into the roof, which in turn, can cause damage to eaves and ceiling plaster.

CERCs are responsible for gutter and downpipe management in their co-op properties. CEHL does an annual gutter and downpipe clear in CMC and VicWide properties.

# Find your way to Kindness

## COMMUNITY SPIRIT

Are you a RAKtivist?

The world needs more of them!

RAKtivists are Random Acts of Kindness activists – people who actively make kindness the norm.

Being kind, is very often a small gesture that makes a big difference to our everyday, it's ...

- A kind word
- A smile
- Noticing and appreciating what others do

There are different ways to practice kindness. One way to be kind is to open your eyes and be active when you see people in need. Do you notice when people could use a helping hand? A sense of community is created when people are kind to those who need help and in your everyday words and actions.

More ways to be kind:

- Kindness is a willingness to full-heartedly celebrate someone else's successes
- Kindness is about telling the truth in a gentle way when doing so is helpful to the other person
- Kindness includes being kind to yourself. Do you treat yourself kindly? Do you speak gently and kindly to yourself and take good care of yourself?



There are many ways to be kind and many opportunities to practice. Perhaps kindness is a value that could add more satisfaction to and strengthen your relationships around you.

Check out the [Random Acts of Kindness](https://www.randomactsofkindness.org/) website for more inspiration.



Save the date... 4th July 2020  
for the international community to  
celebrate International Day of  
Cooperatives.

### How will your co-op celebrate?

Visit the International Co-operative  
Alliance [www.ica.coop/en](https://www.ica.coop/en)  
for more information and the latest  
news.



# TRAINING

## TRAINING + TAC UPDATE

### Training Survey responses on 'Survey Monkey'

Thank you to the 297 co-op members who responded to the CEHL training survey in December 2019. The responses are now being collated and initial themes are:

- The 297 member responses were represented across all 9 regions
- Members have said they enjoyed learning, whether it be face to face training sessions in each region or by co-op groups or even online
- Members like to hear about training via text and email. Some would like to attend training but need more notice or maybe a different time or location

The Training Advisory Committee (TAC) and CEHL will discuss the detailed results of the survey and publish them on the website. This will help to determine our 2020 training plan.

### Training for 2020

The 2020 training plan that TAC and CEHL are working on includes:

- Residential Tenancies Act (RTA) changes – training to be held in early May for the RTA changes commencing in July 2020
- Options for on-line training
- Some essential skills for co-ops

At our final TAC meeting of 2019 they decided that they like the idea of sharing resources across the co-ops. Here are a few that we have shared before:

- To keep up to date with Residential Tenancies Act changes and consultations. All reforms will be in place by July 2020 [www.consumer.vic.gov.au/rentinglawchanges](http://www.consumer.vic.gov.au/rentinglawchanges)
- Consumer Affairs Victoria (CAV) [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)
- Victorian Civil and Administrative Tribunal (VCAT) [www.vcat.vic.gov.au/resources](http://www.vcat.vic.gov.au/resources)
- Victorian Legal Aid (VLA) [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

Please let us know if there are other training resource opportunities that you wish to share by emailing [training@cehl.com.au](mailto:training@cehl.com.au)

*Take training into your own hands!*

**! Check websites for details about training**



## Member Portal Update

Member portal co-op pages – ON HOLD

Phase two 'portal pages managed by co-ops' of the member portal development is designed to create useful functions for co-ops to:

- share information with members of your co-op
- share information with other co-ops in the Program
- update co-op information more easily and directly to CEHL

Due to lack of response from co-ops, development of the co-op portal pages has been put on hold.

For updates about the project read the News/Updates section of the member portal project page on Have Your Say [www.cehl.com.au/HaveYourSay/memberportal](http://www.cehl.com.au/HaveYourSay/memberportal) or get in touch by emailing [portal@cehl.com.au](mailto:portal@cehl.com.au) or call 1800 353 669.

### Having a problem uploading documents through the portal?

Common problems with uploading documents taking a long time or not loading are caused by internet speed variability and large file sizes.

If you experience this issue, you can complete the information update on your Household Details page in the portal and email the income evidence to [finserve@cehl.com.au](mailto:finserve@cehl.com.au) put in the subject line **YOUR NAME HIF income evidence**.

Please let us know if you have any portal issues so we can investigate and get on top of any usability issues as soon as possible.

### Need help using the portal ?

Call or email [portal@cehl.com.au](mailto:portal@cehl.com.au) so we can get you started & connected on the portal.

We can run a portal training session for your co-op - just ask, we are here to help!

# Energy Efficiency



*How to make your home sustainable & save on bills!*

## March Regional Forum

The March Regional Forums took on a different format, to bring in different speakers to talk about a topic of interest to co-ops, first topic selected - energy efficiency.

At the forums, all regions watched and discussed short videos from the CEHL Asset Management Team; Boom Energy; and the Australian Energy Foundation. One region - Gippsland, had a guest speaker come in to discuss local issues and local solutions, in more depth.

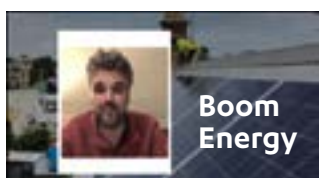
Practical information was shared in terms of what is already underway at CEHL to get homes climate ready, as well as advice and tips on how to save money on energy bills. Feedback from the sessions was very positive.

### Share your energy + water efficiency tips

Send in your energy or water efficiency tips to share with other members and co-ops, to [energyupgrades@cehl.com.au](mailto:energyupgrades@cehl.com.au)

All the tips and videos are on the portal under Co-op Resources /Property/Energy Efficiency [www.cehl.com.au/Property/](http://www.cehl.com.au/Property/)

Click on the thumbnail images to watch the videos:



## December Regional Forum

In December, members organised end-of-year celebrations, instead of the usual regional forums, to thank everyone for supporting & participating over the year. There were seven events held across Victoria, with 210 members attending.

*"What a great, relaxing afternoon! So many interesting and inspiring people and stories shared at this inter co-op get together"* Member comment.

### Connect with other members

Members in each region have created Facebook pages for other co-op members. So far, there are 120 members and growing.

Search for each regions page on Facebook

- Metro West Region Housing Co-operatives
- Peninsula Region Housing Cooperatives
- Geelong Region Housing Co-operatives
- Bendigo Region Housing Co-operatives
- SE Metro Housing Co-operatives
- Gippsland Region Housing Co-operatives
- Northern Region CERCS
- Ballarat has a Facebook page rather than group. You need to like the page rather than join, it's called Eureka Forum

**Jeanette Pope**  
Engagement Consultant

# Articulating Value in Co-operative Housing

by Antony McMullen, Co-operative Housing Co-ordinator



Last year a ground-breaking study was released: *'Articulating value in cooperative housing International and methodological review'* (by Louise Crabtree, Sidsel Grimstad, Joanne McNeill, Neil Perry and Emma Power).

This is a wide-ranging and comprehensive study that outlines the benefits, the challenges and the options.

In general, co-operatives provide great benefits and value to members in a range of ways:

- strong social networks and support
- housing quality and stability
- health and wellbeing – greater sense of physical, emotional, and mental health
- skills acquisition - development of social, financial, operational, administrative, and job-seeking skills
- reduced costs
- broader economic or development outcomes

Some of the key challenges highlighted by the study is 'burn-out'. It states, "as with all forms of active participation, co-operative governance and management can tend to fall to subsets of residents with resultant overload and burnout."

Another challenging issue is the relationship between housing co-operatives and government. When too remote from government, co-operatives can become completely market driven. And then on the other hand, there is a risk of co-operatives simply becoming a tool of government policy. The study argues for a balance between these two extremes.

Perhaps the answer to some of the challenges relating to burnout could concern fostering a stronger sense of communities of purpose. An excellent recent article by the Royal Society of SA states that:

- to make a housing co-operative work you must have a group that has a strong sense of community
- you need a critical mass of people to undertake the work
- there should be some individual financial benefit

In summary, the study highlights some possibilities relating to limited-equity housing co-operatives. This is different to the rental housing co-operative model predominant in Australia.

Members under a limited-equity model get an ownership stake by buying in with shares, but subsequent increases in share value are restricted by a legal mechanism. This results in housing prices being less subject to speculation and some level of affordability being maintained. This can provide an affordable housing model for people who have some funds available - so it's not for everyone.

Perhaps this limited-equity model could compliment the pervasive co-operative social housing model in Australia.

There aren't any limited-equity co-operatives in Australia – yet. However, there are some shoots of real innovation such as the [Pinakarri Community](#) in Western Australia that combines a rental housing co-operative with a market equity cooperative.



# CO-OP MONTHLY UPDATE COMING YOUR WAY!

This year we are trying a new method to keep co-ops informed about current and upcoming Program projects and activities. The aim is to provide timely information and reduce the number of emails.

The update will be sent to co-op directors at the start of each month, briefly outlining current activities with links to more detailed information, where relevant. Actions for the month for both CEHL and co-ops will be listed, with dates that they will be completed by. The layout was designed with input from a small number of co-op directors.

This first update was sent via email, but from next month it will be uploaded to the portal and a text message will be sent letting co-op directors know that it is now available.

## Newsletter Advisory Group

Do you have an interest in co-op news?

Want to help improve the stories and information you read in Co-operatively Speaking?

We are looking for new members to join the Newsletter Advisory Group (NAG).

Commitment:

- work collaboratively + contribute articles and ideas in the newsletter
- four meetings per year
- monthly stipend + travel reimbursement or option to attend meetings 'online'.

If you think you would enjoy working on the content of a newsletter in any capacity, please email [newsletter@cehl.com.au](mailto:newsletter@cehl.com.au) or call the office on 9208 0800 and come along, we need you!



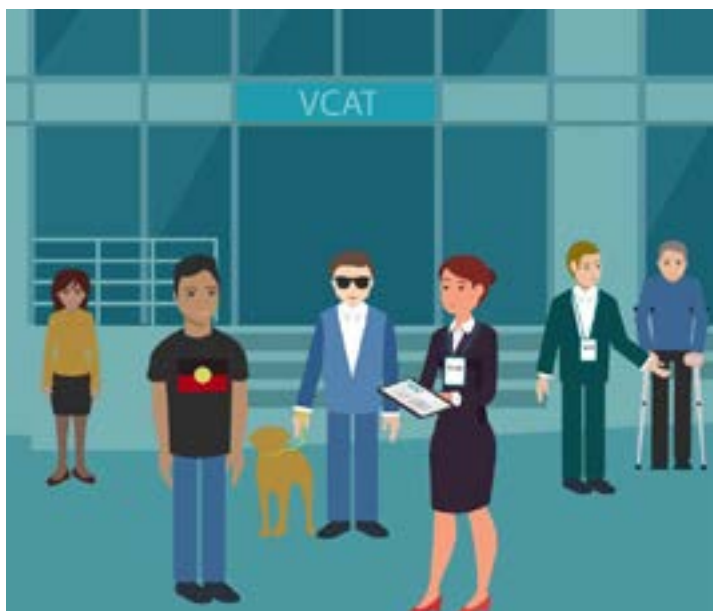
## FREE Information Sessions

for tenants, landlords and property managers

VCAT have released some free information sessions to help you find out more about taking a rental dispute or other residential tenancies case to VCAT. The sessions will be held across Victoria and cover private rentals, public housing, caravan park and rooming house issues.

There is no cost to attend but you must register online. Online registration will open a few weeks prior to each event.

Check VCAT Events schedule for details  
[www.vcat.vic.gov.au/events](http://www.vcat.vic.gov.au/events)



## New CEHL Referrals contact

*Need support to keep your housing or co-op membership?*

CEHL have partnered with Launch Housing to offer all co-op members and CEHL tenants a referral service that can link people to support services.

Lisa (pictured right) from Launch Housing is now working with CEHL to provide co-op members and direct tenants with referral to support services.

Lisa has worked in the social services sector going on ten years and has a background in youth work and housing + homelessness.

She is passionate about supporting clients to sustain their housing, to have good working relationships with their providers and connect them with the support they need to achieve this. In her spare time Lisa likes to play music and read.

The support services available, can assist in many aspects of daily life including financial counselling, health or disability services, family relationships and much more.

You do not have to be facing a housing crisis to access this service.

Contact phone **0400 409 655** or email [CEHLReferrals@launchhousing.org.au](mailto:CEHLReferrals@launchhousing.org.au)




## 20 years of housing research

Over 20 years the Australian Housing and Urban Research Institute (AHURI) has built a vast amount of vital research and insights in housing, homelessness and urban issues that has guided governments and shaped community thinking.

To celebrate two decades of research, policy engagement, and public events AHURI has published '20 Years of AHURI'

AHURI is a partnership between the Commonwealth, state and territory governments, and, an Australia-wide network of university partners.

The '[20 Years of AHURI](#)' booklet can be downloaded for free

# Furphy Story Open Short Story Competition

The Furphy Literary Award invites entries of previously unpublished short stories of up to 5000 words for a first prize of \$15,000 in the open category.

There is also a junior and youth category short stories and poetry, with a prize pool of \$1,350.

In addition to the monetary prizes, it is intended that selected works will be included in a collection to be published regularly and the winner of the open category will also be invited to participate in a residency program in Shepparton.

Here are some key points you may need to know when entering:

- Theme: Australian Life
- Length: Not more than 5000 words

- Reward: Prize Money - \$15,000 + University Residency, publication opportunities
- Closing Date: 30 April 2020

For further information read the Conditions of Entry for the Open Category and the Junior + Youth Competition.



Over the years an array of climate change related films has been produced in countries all around the world. Yet very few, if any of these productions have been made within Australia.

Home Front, Part 1, is a film that documents the threat of climate change from a uniquely Australian economic and national security perspective.

It tells the untold story of how we can make the seemingly impossible- possible and addresses the climate challenge with an emergency scale and speed to action.

Watch [Home Front, Part 1, Existential Gamble](#).

Home Front recently won an Australian Academy of Cinema and Television Arts Award. Congratulations! Chris Grose, of Merri Co-op who is one of the production partners and cinematographer of Home Front.





## Harry Sanders, The Power of Resilience

by Julie Hyde

Harry Sanders is the founder and Director of StudioHawk, a Google marketing specialist company, which helps businesses drive the maximum possible search engine traffic and sales.

At the age of 15 Harry Sanders started his first business, by the age of 17 he was homeless, but thanks to an incredibly resilient and optimistic mindset, he picked himself up and made a powerful decision for himself.

Harry is a great example of someone who has created opportunity from adversity.

Listen the the podcast to find out more about Harry's journey and where he is today.

[www.juliehyde.com.au/ep21-harry-sanders-the-power-of-resilience/](http://www.juliehyde.com.au/ep21-harry-sanders-the-power-of-resilience/)

## Fight climate change

Who Gives A Crap, our toilet paper supplier has started a new blog called 'Talking Crap'.

The blog on '20 ways to fight climate change' has some really good simple tips that we can all do at home to slow the effects of climate change and in some cases, reverse them.

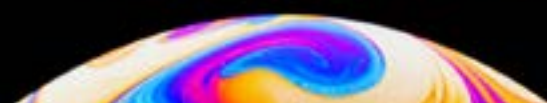
Try some of these at home:

- Properly dispose of your appliances
- Reuse
- Support Women's education
- Support Forest Protection Organisations
- Start a compost
- Turn off the lights
- Do a plastic stocktake
- Shop bamboo
- Try solar power
- Be water conscious
- Take mass transit

For further information visit the ['Talking Crap' blog](#).

## TRANSITIONS FILM FESTIVAL

VISIONS FOR A BETTER WORLD



Push the film is a new documentary investigating housing affordability issues. The film follows Leilani Farha, the UN Special Rapporteur on Adequate Housing, as she travels the globe, trying to understand who's being pushed out of the city and why?

Push sheds light on housing as a commodity. Watch the trailer or watch the film online - [Push the film](#)

Colleagues from CEHL went along to watch the film which was showing as part of the Transitions Film Festival. The film certainly left us with plenty to think about and discuss.

After the film, speakers from the City of Melbourne, Hip vs Hype and Grimshaw Architects shared their thoughts on the movie and solutions for more affordable housing in Australian cities with some positive ideas.

The City of Melbourne have written a [Draft Affordable Housing Strategy](#), which is open for public consultation, you can have your say on the strategy.

In light of the local, and global housing affordability crisis, we reflected how beneficial the co-op housing program is for individuals and communities as a whole.

**Sandra Castro**  
Communication Manager

## FAST FACTS ABOUT CEHL FINANCIAL SERVICES . . .

Each year CEHL conducts an Annual Rent Review, where the Finance Team process the rent assessments for the entire Program.

Outside the annual process, members can request a rent re-assessment any time their gross income changes by \$50 or more.

If tenants are a member of a Common Equity Rental Housing Co-op (CERC), the Co-op Rent Officer will manage the rent re-assessment, using a rent calculator spreadsheet provided by CEHL.

If the CERC has engaged CEHL's services, then CEHL will manage the rent re-assessment.

Rent re-assessments for Community Management Co-ops (CMCs) and direct tenants are managed by CEHL.

### *Services for a monthly fee*

#### *Bookkeeping*

- Reconcile monthly co-op circuit file with rents & payments
- Rent calculations outside of the annual rent review
- Monthly finance reports and tenant rent cards/statements provided

*CERC provides cash payments for each month*

#### *Arrears Management*

*To engage this service co-ops must also have the bookkeeping service*

- Weekly bank & centrepay files exported & uploaded for processing
- Weekly arrears reports emailed to co-op
- Weekly arrears actioned with instruction of CERC Rent Officer
- VCAT action & attendance with CERC
- Monthly tenant rent statements mailed directly

#### *Rent calculation*

Manage rent calculations throughout the financial year.

For more information contact CEHL Financial Services Team on 1800 353 669 [FinServ@cehl.com.au](mailto:FinServ@cehl.com.au)



### Co-op Program Committee



The CEHL Board proposal of establishing an ongoing Program Committee is forging ahead. The aim is to recruit co-op members with the time, skills, and commitment to actively contribute their expertise regarding:

- Program membership rights and responsibilities
- Program direction, the scope and long-term priorities
- Program engagement, regarding tools to enable member influence, communication and information

#### THE BACK STORY

The CEHL Board put forward a proposal to establish an ongoing committee focused on Program direction. A workshop was held following the CEHL Annual General Meeting in 2019, where members discussed the proposal and gave feedback. An online survey provided further opportunity for member comment.

A clear majority of responses endorsed the proposed Program Committee, its structure and objectives in both the workshop and survey.

Feedback received on the Board proposal for creating the Program Committee were incorporated in changes to the Committee Charter which included an increase in co-op representation and increased co-op membership required to achieve a quorum. A training and resourcing plan will also be developed to adequately support Committee members to fulfil their role.

CEHL will shortly commence an Expression of Interest process to select an Independent Chair and co-op members to convene the committee.

Brian Peddie  
Manager, Program Development + Projects

# Do you know what Broccoli Rabe is?

Broccoli Rabe is a descendent of a wild herb and is related to the turnip. It has flowering heads that are similar in shape to classic broccoli and is very popular in southern Italy, where it is sautéed or steamed and used like spinach.

It is loaded with vitamins A, C and K and also packs in minerals like calcium, folate and iron just to name a few. It is also filled with water and fibre, which aid in digestion and can also keep you feeling fuller for longer.

Try this out at home and send in your pictures and also let us know if you have any other recipe suggestions by emailing [newsletter@cehl.com.au](mailto:newsletter@cehl.com.au)

Broccoli Rabe with Lemon, Hazelnut & Goats Cheese

## Ingredients

- 1 tbsp olive oil
- 1 bunch broccoli rabe
- 1/3 cup hazelnuts, chopped
- Pinch of salt
- Juice & zest ½ lemon
- 75g goats' cheese, crumbled



## Method

1. Heat olive oil in frying pan over medium heat
2. Add broccoli rabe, chopped hazelnuts and sea salt. Cook for 5 mins, stirring occasionally to prevent hazelnuts burning
3. Remove from heat and plate onto serving platter
4. Top with lemon zest & juice and goat's cheese

**Find more recipes from Nutritionist, Danielle Minnebo on the Wellbeing site.**

# eSafety



The eSafety Commissioner has many great tips on how to have safer online experiences, from using your devices safely, to protecting your personal information, using social media plus much more.

[www.esafety.gov.au/key-issues/how-to](http://www.esafety.gov.au/key-issues/how-to)





**! All training, events and forums are on hold until further notice.**

**CONTACT CEHL**

Ph: 1800 353 669

info@cehl.com.au

CMC + VicWide After hours  
urgent repair 0417 102 414

## CEHL Program Principles

### Affordability and Financial Sustainability

Our program should facilitate affordable living for all program participants. Our program's financial structure and operations should ensure ongoing viability of co-operatives and CEHL.

### Changing Needs

Our program will be flexible in order to accommodate the changing needs of tenant members, co-ops and the community and to ensure ongoing viability.

### Member Support and Development

All tenant members should have access to appropriate information, support and training in order to be able to meet program requirements.

### Participation

Co-operatives need everyone to share activities and democratic decision-making to ensure that they meet all their responsibilities and keep operating. Co-operatives will provide opportunities and encouragement for all members to participate according to individual capacity and capabilities.

### Working Together

Co-operatives and CEHL will reflect co-operative values in all aspects of their operation, with all interactions conducted in a respectful and collaborative manner. The program will foster a sense of program ownership amongst its participants, who will be offered genuine opportunities to influence program development and governance.

### Security

The primary goal of our program is to offer safe, secure, long-term tenure with tenant members offered housing choices that are appropriate to their needs and requirements.

### Quality of Housing

Properties managed by our program will offer safe, secure housing that is well-maintained to a consistent quality.

## WHO TO CONTACT for support and to resolve issues

**We aim to acknowledge every contact within 2 working days.**

*CEHL team members are often out of the office, working with co-ops or may not be able to answer or return a call immediately.*

**Please leave a phone message or email with your details, a description of the query and when best to contact you.**

CEHL: 1800 353 669		1st Who to contact ...	2nd Concerned about a response, raise with ...	3rd Issue still not resolved? contact ...
ALL Co-ops	CO-OP DEVELOPMENT & TRAINING	Co-op Development Co-ordinator	Co-op Development Team Leaders Karen 9208 0856 <a href="mailto:karen@cehl.com.au">karen@cehl.com.au</a> or Melissa P 9208 0850 <a href="mailto:melissa@cehl.com.au">melissa@cehl.com.au</a>	Manager, Co-op Development & Strategy Darina 9208 0805 <a href="mailto:darina@cehl.com.au">darina@cehl.com.au</a>
	ACCOUNTS Audit, Book keeping, Compliance, Eligibility, Rent Review, Rebates	Finance Officer	Finance Team Leader Tracy 9208 0821 <a href="mailto:tracy@cehl.com.au">tracy@cehl.com.au</a>	Manager, Finance Timothy 9208 0855 <a href="mailto:timothy@cehl.com.au">timothy@cehl.com.au</a>
	ACCOUNTS Rent & bills paid to CEHL	Chloe 9208 0817 <a href="mailto:accounts@cehl.com.au">accounts@cehl.com.au</a>		
CERC	TENANCY	Your Co-op Rents Officer or Treasurer or Secretary	Your Co-op Board	Who to contact will depend on the issue. Your Co-op Development Co-ordinator has information about landlord and co-op responsibilities and the best way to manage your specific issue.
	URGENT REPAIRS + MAINTENANCE	Your Co-op Maintenance Director		
	PROPERTY Property inspections, maintenance planning, delivery, 3rd Schedule work			
CMC	TENANCY	Tenancy Co-ordinator	Housing Services Team Leader Margaret 9208 0863 <a href="mailto:margaret@cehl.com.au">margaret@cehl.com.au</a>	Manager, Housing Services Ruth 9208 0849 <a href="mailto:ruth@cehl.com.au">ruth@cehl.com.au</a>
	URGENT REPAIRS + MAINTENANCE	Business Hours 9208 0800 After Hours 0417 102 414	Maintenance Team Leader Charmaine 9208 0867 <a href="mailto:charmaine@cehl.com.au">charmaine@cehl.com.au</a>	Acting Manager, Asset Management Melissa F 9208 0820 <a href="mailto:melissaF@cehl.com.au">melissaF@cehl.com.au</a>
	PROPERTY Property inspections, maintenance planning & delivery, 3rd Schedule work	Property Officer	Asset Services Team Leader Leonnie 9208 0824 <a href="mailto:leonnie@cehl.com.au">leonnie@cehl.com.au</a>	