

CEHL Regional Forums – March Report 2017

Attendance

Ballarat (20)

Bendigo (14)

South East (7)

Metro-West (15)

Peninsula (11 from 6 Co-ops)

Shepparton (18)

Metro-North (6)

Gippsland (17)

Agenda Item	Key Points	Update
Key Conversation – Effective Communication	<ul style="list-style-type: none"> • Some members have trouble finding resources on the CEHL website <p>Member suggestions:</p> <ul style="list-style-type: none"> • Ensure all up to date • Everyone understands what is being said • KISS Principle • Good Chairing • Tone of voice- no blame or insinuation • Use Plain English • What people want to hear affects that they take in • Listen to hear, not to respond • Emotion & Personal issues (anxiety & depression) can have an affect • Maintain perspective- not too many people ‘attacking’ at once • Quiet side conversations can help • Think how conversation affects all members • Call time out when necessary • Detach from emotions, be objective • Face to Face, phone, in writing? Think about which is best method • 2 ears, 1 mouth = listen twice as much as you/they talk • Ask questions to seek to understand • Offer privacy where needed 	<ul style="list-style-type: none"> • CEHL’s website is currently undergoing a basic refresh but a full revision is planned in the next year.

	<ul style="list-style-type: none"> • Approach directly • Ask all to declare any potential conflicts of interest • Value input, offer recognition • Explain possible options • Suggest share responsibility • Refer to Policy • Recognise experience • Build each other's understanding 	
<p>Co-op Program Updates and Upcoming events</p>	<p>Participation Advisory Panel:</p> <ul style="list-style-type: none"> • Where is the working party up to now? • Members were unsure if they had been selected to participate • Some people were put off making an application to this group because of the extensive and complex nature of the application requirements. • Consider running participation workshops at night – otherwise it is difficult for people who are working <p>General Participation Discussion</p> <ul style="list-style-type: none"> • Members are seeking support from CEHL where there is a lack of participation • Some would like to see positive reinforcement for good participation • Flexible options for different co-ops would be ideal • Align participation principles with training • How to improve participation of CERCs in regional forums - What can be used to motivate? • Are legal obligations being met? • Clarify if CEHL Policy is/is not enforceable by Co-ops 	<ul style="list-style-type: none"> • The Panel has now been formed and details of the Participation workshops have been forwarded to each household and are available on our website. • Anyone considering joining an advisory panel is encouraged to contact CEHL for more information or assistance about how to register their interest. • Specific ideas re participation will be forwarded to the Advisory Panel along with comments made through workshops and surveys.

	<ul style="list-style-type: none"> • Clarify relationship between Policy/ Co-op Agreements/ Rules – what is fact • Current documents provide conflicting information • Clear up definitions and expectations/rules – too many phrases and conflicting understanding • Current policy of concern to Co-ops as they have no recourse on those who do not participate. • CEHL should be asking members “Why are you NOT coming to the regional forums?” • People should not be offered surveys so that they are required to attend workshops to participate. 	
FDP	<ul style="list-style-type: none"> • Geelong co-ops asked for a date when they will be getting plan? 	<ul style="list-style-type: none"> • Co-ops should now have received all completed plans or offered opportunities to meet with relevant staff to plan any further action required.
Committee Updates: TAC	<ul style="list-style-type: none"> • Great to see good numbers and co-ops represented • Best training session in 20 years of being in a co-op • Some members said that they did not get the (text message?) notification for the February training • Need regular training focus for current directors / refresh training for existing directors • Ideas for “buddy” system to share knowledge and succession planning • Clarify where training options/ modules are located • Information needs to be current – not word of mouth • What can CEHL do to motivate directors to improve training • Quick guide for Director’s role – consider printing it in “Co-operatively Speaking” • Everyone came out felt they had achieved something 	<ul style="list-style-type: none"> • It is great to have so much positive feedback. This will be passed on to the TAC committee. • CEHL is reviewing the venues to make sure they are of the right size. It is also vital that members send in an RSVP to help with this planning. • It is acknowledged that a light meal is often helpful for members to attend at that time of day. The budget for catering at forums and training events will be reviewed in the new financial year.

	<ul style="list-style-type: none"> • Brought people together / ideas were great • If August training is as good or better – will need a bigger room • so glad to be able to attend evening training. Great to connect with other co-op members. Best thing, networking with other co-op members /ask questions and have questions answered • Training with mixed co-op groups was good • Was good to see so many young members coming • “everything I do and learn, goes on my resume” • Shared feedback filtering back to share with co-op • Content of overall responsibility of directors, and succession planning was very positive • Room too small, disappointing that more people did not attend • Bit of confusion re next lot of training being scheduled for August - long way off. <p>Further Ideas:</p> <ul style="list-style-type: none"> • CERC in Metro West is developing a roster of attendance at Regional Forums, training etc. to share the load • Suggestion for catering to be supplied- Cheesecake & Pavlova? 	
NAG	<ul style="list-style-type: none"> • Bonus edition of “Co-operatively Speaking” was not received by all • People encouraged to contribute local stories and to contact Sandra. 	<ul style="list-style-type: none"> • CEHL will look into how problems with delivery can be overcome.

<p>PAC</p>	<ul style="list-style-type: none"> • In the last round of policy review there were only three days to turn around feedback when policies were distributed as there were no co-op meetings in January. Co-ops need to get the policies earlier to be able to feed back. • Online policy review form does not allow you to revisit if you get stopped halfway through or think of additional feedback later on. Can the form please be changed to allow you to revisit if you don't finish? • issue of computer access / ability was raised as an issue, some ideas to get around this were proposed but still clearly a barrier; • Ideally the reader should be able to view and comment as they progress through any document seeking feedback. • noted that the language used in the policies is too complicated. • REQUEST: Make it clear what old policies the new policies replace so co-ops can update their files. • Suggestion that co-ops form a policy sub-committee to review proposed policies and provide feedback. • Suggestion that evening meetings for PAC be considered as some people interested in joining unavailable due to work commitments. • the nominations of members to PAC – members present were concerned that they had not been given notice of this in advance 	<ul style="list-style-type: none"> • PAC had hoped that a smaller number of policies might be able to be reviewed by co-ops over the December/January period. This feedback will be used, however, to help with planning for a similar time in next year's policy cycle. • The feedback pages on the website have been updated to enable each policy to be reviewed individually, and to resume at the same point if you are interrupted in the middle of writing feedback. • CEHL is working to simplify policies and correspondence using Plain English principles into the future. • Feedback regarding potential for evening meetings will be considered when the next round of recruitment for PAC members is planned. • CEHL will try to flag which regions might need to nominate new representatives to advisory groups and committees in the agenda in future. This may not always be possible in the case of a member retiring unexpectedly, but regions can ask for more time to consider nominations where needed.
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Engagement Plan	<ul style="list-style-type: none"> Members raised the fact that not all Co-ops attend the Regional Forum – discussion followed on using the forum as an opportunity for Co-ops in the region to get together and share best practice and good ideas (names of good plumbers, for eg) and to allow them to have a discussion that’s specific to their region. The feeling was that this would see more Co-ops represented. A feeling that CEHL is asking co-ops to do more and more; difficult in context of ageing membership. <p>Engagement Calendar</p> <ul style="list-style-type: none"> Too tight need more space to add other details/meetings that come up Details not easy to find the lack of specific detail on dates was raised as an issue. Not able to find on website Useful generally Continue to provide 	<ul style="list-style-type: none"> It is not expected that any single co-op member would attend every event on the calendar but it is important that co-ops are aware of ways that they can be involved if they choose to do so. It is hoped that the engagement calendar will help co-ops to plan when and how to be involved in program discussions and events according to their own priorities and interests. CEHL will review the details included in the engagement calendar for 2018 to improve its usefulness. Further work planned to our website should make this document (and other details) easier to find.
CIRCUIT replacement	<ul style="list-style-type: none"> Rollout / pilot was not well advertised Cloud based? Will CEHL have access? MAC & Window friendly? Reports regarding variations of estimates versus actuals? Tenant Rent Statements? How long will pilot last? When is pilot rolled out? All agreed that this is great news and excited to use in the future. More Co-ops interested in being included in the pilot project. 	<ul style="list-style-type: none"> This project is only a pilot at this stage, with capacity for a limited number of co-ops to participate. Feedback from pilot groups will help to identify whether this is the right product for our program and how it can be tailored to our needs. The pilot is due to be completed by the end of June. After the pilot has been completed and the new product chosen all co-ops will be given much more detail about the features of the program and when and how it will be rolled out.

<p>General Questions/Comments</p>	<ul style="list-style-type: none"> • CEHL continue to overload Members with paperwork. • Members were disappointed to be referenced as “Household” in a recent CEHL communication. Where letters can’t be personalised the term “Member” should be used. • CEHL needs to Improve language we use in any comms / keep it simple so everyone can understand • Co-op members would like to receive an acknowledgement after they RSVP • Suggestion that information be shared re Emergency Contractors/Tradespeople – across all Co-ops in a region eg. Emergency Glazier for broken house window etc. Also insurance details so things can be progressed prior to repair rather than after (which causes issues). • Suggestion that Co-ops in the region could work together more so some people were getting together to swap contact details at end of the meeting. CEHL Board meeting minutes - can we see what’s discussed + minutes and financial access 	<ul style="list-style-type: none"> • The need to ensure that appropriate information is shared with member co-ops and that information required by the Housing Registrar and DHHS is collected often results in a large amount of correspondence with co-ops. Ways that our website can be updated to share information directly with co-ops (and their members) are being explored in order to streamline the way information can be shared in future. • CEHL is working to simplify our communication using Plain English principles into the future. • It is not currently possible to issue acknowledgements for RSVPs but new technology on our website will make that possible in the near future. • A time will be set aside in future Agendas for networking amongst co-ops.
<p>Suggestions for Future Topics</p>	<ul style="list-style-type: none"> • Ambitious agenda for 1.5 hours. • Would prefer more opportunity for interaction. 	<ul style="list-style-type: none"> • It is challenging to find time to ensure that all the information needed by co-ops can be presented, and that co-op have the opportunity to share ideas about these topics. • We will prioritise time for more interaction during meetings wherever possible. • Suggestions regarding future topics for discussion are very welcome.