

# CO-OPERATIVELY SPEAKING

2018 ISSUE 04

## Shining a light on Karren Walker

**K**arren Walker's enthusiasm for co-operatives shone and sparkled long before she was elected to the CEHL Board.

Karren is a passionate advocate for co-operatives and in her time as CEHL Chair she has contributed significantly to the development of the CEHL Co-op Housing Program and Board.

Karren's long-standing contribution to the advancement of the co-operative sector was acknowledged by the *Business Council of Co-operatives and Mutuals* (BCCM) when she was inducted into their Honour Roll at the BCCM industry dinner in Adelaide on Wednesday 14 November, 2018.

*"Co-op housing is distinct from other forms of social housing. It both supports and challenges us to learn, grow and expand our care of others in our community."*

*Karren Walker*

"To say the opportunity to participate in the governance of CEHL has been a privilege is something of an understatement. It has been an incredible journey. Being part of the growth of co-operative housing in Australia is a real joy, said Karren as she reflected on significant achievements as CEHL Chair.

Other significant milestones include the registration of CEHL as a Housing Association, the addition of over 200 homes, including the Murundaka development with a focus on sustainability and co-housing, and



**Karren Walker inducted into the Business Council of Co-operatives and Mutuals Honour Roll 2018**

the establishment of over 55's housing in Dandenong to name just a few significant achievements.

### **What advice would you give a co-op member about nominating for a CEHL Board position?**

"Influencing our Program is an intrinsic responsibility of being members of co-ops. I encourage all co-op members to consider how they can take the opportunity to use their skills to further influence our shared futures," said Karren.

Karren was elected to the CEHL Board in 2005 and appointed as Chair in 2009. Karren will step down as Chair at the December Board meeting, and will complete her term as a Board member in 2019.

Read more of Karren's reflection on her time as CEHL's Chair in the 2017/2018 Annual Report.

[www.cehl.com.au/AnnualReport2017-2018](http://www.cehl.com.au/AnnualReport2017-2018)



## Letter from the Chair

Hi Everyone,  
As I approach this last *Letter from the Chair* for *Co-operatively Speaking* it is appropriate to reflect on the achievements of the CEHL Board throughout 2018.

Our Strategic Saturday, early in the year, set an ambitious set of priorities for our consideration, among them, the primary re-commitment to realising a truly co-op led Program. By first building a better understanding of how member co-ops can inform Program considerations through the establishment of the *Engagement Review*. As well as ensuring greater transparency of how the Board arrives at decisions affecting the Co-op Housing Program.

Two further key priorities of the year have been to monitor the progress of the Victorian Housing Register, ensuring a well-grounded understanding of our future intersections with this, and undertaking an informed consultation with members as to the implications for CEHL and co-ops going forward. The Board also supported the *Rent Model Review* through the establishment of an Advisory Group (Rent Model Advisory Group RMAG) for this purpose. The Board have recently taken on a number of RMAG's recommendations, including critically, a review of the 'other side of the ledger' via a Program cost review to be held in 2019, where we will again be seeking the expert advice of members through an advisory group mechanism.

### Looking ahead

The *Engagement Review* is a significant opportunity enabling each & every co-op to provide key feedback on what member co-ops want to engage in and how CEHL can resource this. Where there is also evidence arising from the *Engagement Review* to inform a refresh of how the *Regional Forums* might better facilitate a two-way conversation between CEHL and co-ops. This will form part of our work in 2019 and beyond.

Through the rolling up of co-ops' *Future Direction Plans* into regional frameworks of members' property needs and aspirations, the Board, and in particular the Property Committee, are keen to progress the development of new and recycled asset options to provide co-ops with more houses in their portfolios. This will enable more homes for more co-operatively motivated people.

My journey through the CEHL Co-op Housing Program has been buoyed by my strong belief in the International Principles of Co-operation. The Principles necessarily

require open and voluntary membership with the autonomy to hold a democratically informed voice, and respectfully utilising it through co-operation across all junctures in our community. My hope remains, as we move into a new year and the next decade of our amazing co-operative housing program, that we continue to build upon our existing strengths to enable Program members to have an increasingly equitable opportunity to have a say about what happens in our co-ops individually and the Program collectively, through participating in good governance and being active in making transparent and informed decisions.

Thank-you all for your diligent efforts in your co-ops, and for partnering with CEHL and each other on the amazing co-op housing journey.

Yours in co-operation,  
Karren Walker

## Managing Directors Report



Thank you to everyone who made the time to attend the recent CEHL AGM, many from right across the state. There were some important issues to raise and questions from the floor to discuss. We are very fortunate to have so many committed members and champions of the Program.

I am looking forward to attending a couple of Engagement Review sessions and hearing the ideas that you have for improving how we engage together.

I loved reading the article from John Harrison (in this edition), he is such a great program champion and ambassador.

Seasons greetings from all at CEHL. Please have a safe and happy festive season and I am sure you will look out for each other.

Looking forward to working with you in 2019.

Best wishes,  
Stephen Nash  
Managing Director

## Rent Model Review - outcome

### A new Rent Model to underpin the future of the CEHL Co-op Housing Program.

The CEHL Board recently approved a new Rent Model based upon recommendations received from the *Rent Model Advisory Group* (RMAG).

RMAG members worked very hard to balance the Program Principles of affordability and program sustainability and ensure that feedback from co-ops and their members was addressed in RMAG recommendations.

### The new rent model will . . .

- ✓ Align with the Program Principle of affordability and sustainability
- ✓ Align with social housing rent setting and apply an income-based affordability benchmark
- ✓ Provide more income for the Program, both to co-ops and to CEHL
- ✓ Protect the Program's charitable status

Information about the new rent model, implementation, phasing and the RMAG process is available on the [Rent Review page on Have your say](#) on the CEHL website, information includes:

- A Rent Model fact sheet
- A Rent Change Implementation plan and timeline
- The full RMAG report including responses to co-op feedback and the final recommendations

### Rent information

Call the Rent Hotline with any questions about the rent model or rent changes.

**Hotline 9208 0806**

10am and 3pm Monday to Thursday



Message from Ben Neil  
Independent Chair of RMAG

I am involved in a lot of consultation processes.

Few organisations have the same commitment as the CEHL Board to providing members with real opportunity to influence the program's future.

As a Community Engagement exercise the RMAG process is an example of leading practice.

Ben Neill  
Associate, Capire Consulting Group

The CEHL Board are aware that members may be concerned about the impact of rent changes, particularly for lower income households, and emphasise that:

- No changes to rent before 1 July 2019
- No household will be charged more than 25% of their main household income
- There will be no change to how minimum rents are currently calculated. Minimum rent is based on 25% of the Centrelink income the household is eligible for
- Transaction arrangements will be in place to ensure that households have enough time to adjust to any change
- Before the end of 2018, every household will be provided with an estimate of their rent under the new model, based on current known income and market rent information.

### Further work to be done . . .

The Board also approved RMAG's recommendation that CEHL undertake a detailed review of Program costs and establish a new advisory group to engage with Program members to recommend a *Company Rent Model* and an affordability benchmark going forward.

This work has already started and co-ops will be provided with regular updates.

Nicola Foxworthy  
CEHL Program Director



# CEHL ANNUAL GENERAL MEETING

On Saturday the 24 November co-op members gathered for CEHL's Annual General Meeting (AGM). The proceedings were highlighted by acknowledgement of Karren Walker's contribution to the Program as CEHL Chairperson (see page:1 for more details) as she steps down from this role at the December Board meeting and will then serve out the remainder of her term as a co-op board director.

David Spenceley served on the CEHL Board for four years and his valuable contribution to the Program and Board was acknowledged.

The Chairpersons, Managing Director's, Program and Financial Reports were all well received with questions asked and answered regarding CEHL's *Capital Investment Strategy*, how debt is managed and the new rent model.

## Newly appointed Board Directors

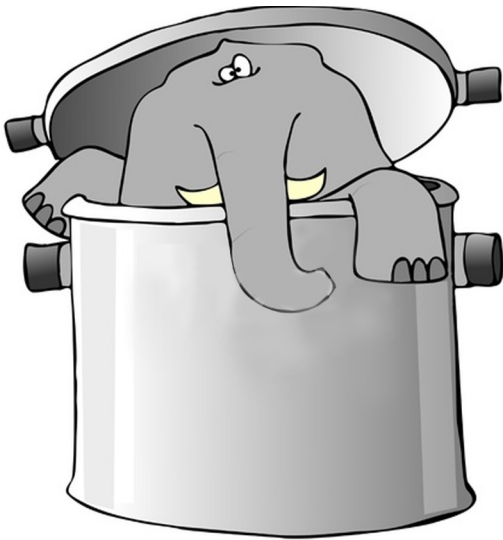
Sylwia Greda-Bogusz and Gordon Kieselbach were appointed as Directors as there were no other nominations for the available Board positions.



**Sylwia Greda-Bogusz** has been a *Castle Co-op* member since 2013 and was initially elected to the Board in 2016. Sylwia was a member of the Australian Multicultural Advisory Council (2008-2012), member of the Department of Human Services VIC Multicultural Advisory Committee, Member and Deputy Chair, Australian Multicultural Centre for Women's Health, RMIT University Academic Board Member (Staff representative). Union Staff representative for RMIT University enterprise bargaining. Chair of PolCare (aged care service provider).



**Gordon Kieselbach** has been a member of the CEHL Program for 18 years and appointed to the Board on 24 November, 2018. Gordon has been a member of the Training Advisory Committee and is currently the maintenance and CEHL liaison director for *Geelong West Co-op*. Gordon served as a police officer in the South Australian Police Department and worked in the insurance industry for many years.



## Elephant Stew

- 1 elephant (med. sized)
- 2 rabbits (optional)
- salt and pepper

### METHOD

1. Cut the elephant into small bite-sized pieces.
2. This should take about 2 months.
3. Add enough brown gravy to cover.
4. Cook over kerosene fire for about 4 weeks at 465°.
5. This will serve 38 hundred people.
6. If more people are expected 2 rabbits may be added, but do this *ONLY* if necessary, since most people do not like hare in their stew !!



## Policy Advisory Group OPEN DAY

At the September Policy Advisory Committee (PAC) meeting, PAC hosted it's first open day. The meeting was open to co-op members to observe how PAC conducts its work. Four co-op members attend.

The day was a great success with co-op members gaining a valuable understanding of how PAC works, and PAC members getting valuable comments and questions from the co-op members that attended. PAC will also open the December meeting to co-op members.

At the meeting PAC recommended two Program Polices and one Procedure, which have now been approved by the CEHL Board.

## About Program Policy

Program Policy provides co-ops with a Board-endorsed framework that guides their decision-making, reflects feedback received from co-ops, the Program Principles, and any other regulatory requirements.

Each co-op is able to determine how they will implement Program Policy, as long as it fits within the bounds set by the Policy.

PAC develop procedures and best practice advice which co-ops may wish to use or adapt. Where co-ops have not developed their own procedure the PAC developed procedure will act as the default.

### Where to find Policies . . .

Policies, procedures and other useful guides and forms can be found in the [Policies & Procedures Directory in Co-op Resources](#) via the portal from February 2019 [www.cehl.com.au](http://www.cehl.com.au)

## NEXT POLICY CONSULTATION . . .

The next policy consultation cycle runs from **4 January to 15 February 2019.**

Go to *Have your say* on the CEHL website and to review the draft policies and complete the survey on the **Policy Consultation** page of the CEHL website.

**Program Policies approved by the Board in October listed in table below:**

| PROGRAM POLICY / PROCEDURE NAME   | THIS POLICY COVERS . . .   |
|---|--|
| Non-Referred Tenants Program Policy   | On rare occasions a tenancy may be offered to a person who has not come through the CEHL approved referral process and/or has not been a co-op member at any point. For example, where a person who has been an occupant of a CEHL property, but is not the leaseholder applies to remain in the property temporarily following the death of the tenant/member or where a tenancy order is made by VCAT. The purpose of this policy is to clarify lease arrangements for tenants who have not been referred through a CEHL approved process. |
| Privacy requirements for co-ops with landlord responsibilities Program Policy | This policy sets out how landlords within the CEHL Housing Program will collect, retain, use and disclose the personal information of tenants and prospective tenants.   |
| Referral to Support Agency Procedure  | This procedure outlines how CEHL and co-ops will assist those tenants who require support services to maintain their tenancies.  |



# BUNNINGS POWERPASS



CEHL maintains a trade account with Bunnings which gives us access to their Commercial PowerPass cards.

## How to order a Powerpass . . .

Email Lea [lea.m@cehl.com.au](mailto:lea.m@cehl.com.au) with the

Subject: Bunnings card for [insert name] of [insert name] CERC.  
In the body of the email include your preferred title, given name and family name. The name must match a form of ID.

Once you have been verified in our system as a co-op director, a card will be ordered.

It takes around 14 days for the card to be received by CEHL, then we'll send it to your co-op.

Cards are not transferable. When there is a change in directorship, please advise Lea after the Admin Team have been informed of the change, and a new card can be ordered for the incoming director.

Lea McEvoy  
Admin Officer- Asset Services

## This is a benefit that many of our co-ops use, does yours?

The Powerpass is for exclusive use at Bunnings stores and trade centres and provides access to commercial pricing and a discount on thousands of items. It also provides access to deals on trade products, events and special offers.

While Bunnings no longer issues cards in the name of a co-op, it will continue to honour existing ones. We can organise for up to two cards per co-op to be issued in the names of current directors. We suggest the Secretary and Maintenance Director but it is of course, up to your co-op to decide what works best for you.

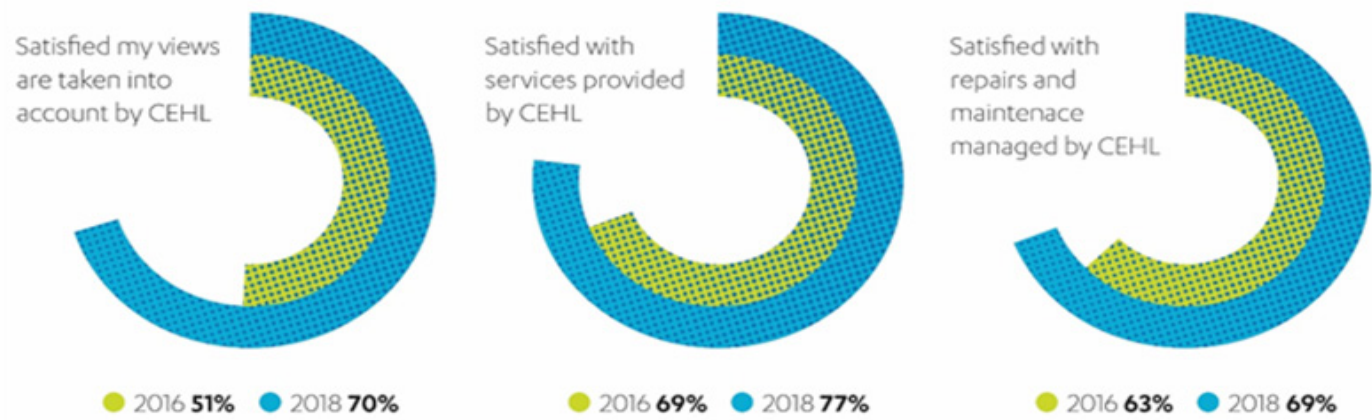
# Satisfaction Survey

Every two years, CEHL conducts a *Tenancy Satisfaction survey* in accordance with compliance requirements of the Victorian Housing Registrar (the Government housing regulator).

The survey is sent to all people in the Program via

email. The information collected helps CEHL improve services and is used to benchmark registered housing organisations performance.

The 2018 survey revealed an improved level of satisfaction with all services provided by CEHL.



\* Surveyed 1,758 households, 23% response rate

# Co-op Engagement Survey

Over 30+ years the CEHL Co-op Housing Program has worked in partnership with co-ops across Victoria to house over 5000 people! The CEHL Board is keen to improve our partnership to grow further.

We ran a survey about what co-ops think would strengthen the partnership. Between 80% and 90% of co-ops responded (10 did not say what co-op they were from). The majority of co-ops reported that CEHL support is important. Thank you to all of you who were involved.

## CEHL has responded to the issues co-ops raised in the survey in the following way:

We will create simple information to clarify **responsibilities regarding maintenance and tenant disputes.**

We have **improved referral lists** and will soon release a new tool to help prospective members keep contact details up-to-date.

Our data shows we are responding faster, but we want to be **more responsive.** We will look at internal systems to ensure every contact with us is met effectively.

We are also reviewing our training, and looking at new things like one-on-one mentoring, to enable co-ops to learn the skills and get the information they need to run their co-ops.

We've heard that you want **communication to be simpler.** We are reviewing our communications approach and have already

committed to 'plain English' training for our teams. We will trial some different ways to get information to you, such as short videos.

## Co-ops also had ideas about how engagement could be improved . . .

- Better ways to engage, including through technologies
- Better skills training, including one-on-one mentoring
- Networking co-ops so you can share strategies for solving issues
- Improving regional forums so they are co-op led, and allow for more debate

## DECEMBER ENAGAGEMENT FORUMS

At the *December Engagement Forums*, we will workshop your ideas together.

We are finding innovative ideas from other co-ops around the world to inspire us.

Everyone is welcome.

Jeanette Pope  
Engagement Review Consultant

# !MPCAT25



Pro Bono Australia are calling on you to name the year's most influential people who have made a significant and positive impact.

Since 2014, Pro Bono Australia's Impact 25 awards have showcased individuals who are working to make the world a better place. Nominees can sit in not-for-profit organisations, corporations, government, social enterprises or simply be notable individuals.

By making a nomination, you'll have the chance to win 1 of 5 hampers filled with for-good products from amazing social enterprises.

Please note that only nominations that include a brief reason for the nomination will be accepted. Nominations close 13th of December, 2018 at 5:00pm AEDT.

Go to [pbaimpact.com](http://pbaimpact.com) for more information.

# MEMBER PORTAL UPDATE

## What is the member portal?

It's a 'members only' area of the CEHL website. Only people in the CEHL Housing Program, co-op members, direct tenants and applicants can login to access and update their own personal information as well as resources and information about the Program.

## Portal activation

The member portal launch date has been changed to **30 January 2019**.

From the 30 January, invitations to set up your portal access will be sent, via email.



When you receive the email invitation use the link set up your own password so you can gain access to the portal straight away. If you need help with the portal your co-op's champion will be able to help or contact CEHL.

## Member Portal Co-op Champions

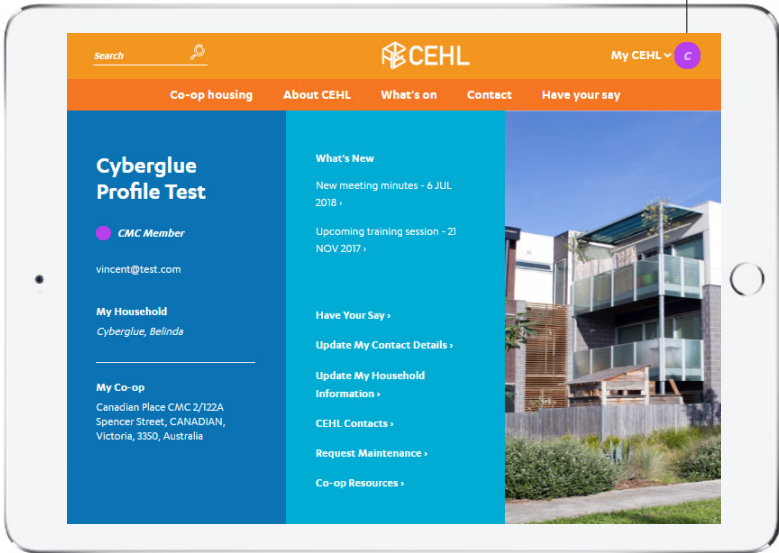
51 Co-ops now have Co-op Champions to support their members to get online and using the new member portal! Co-op champion training used an online meeting room and it was a hit! A little more practice using the technology is needed for the presenter to make the sessions run smoothly. If your co-op does not yet have a Co-op Champion, you are encouraged to contact [portal@cehl.com.au](mailto:portal@cehl.com.au) so your co-op can take advantage of the online training coming up in early February.

## Benefits of the member portal . . .

- ✓ Easy to update your personal household information
- ✓ Access Co-op Resources (if relevant to your type of tenancy)
- ✓ Enable co-ops to share information via online forums
- ✓ Read about projects and give feedback on an improved Have your say page
- ✓ Save on postage + print costs

## Need more information?

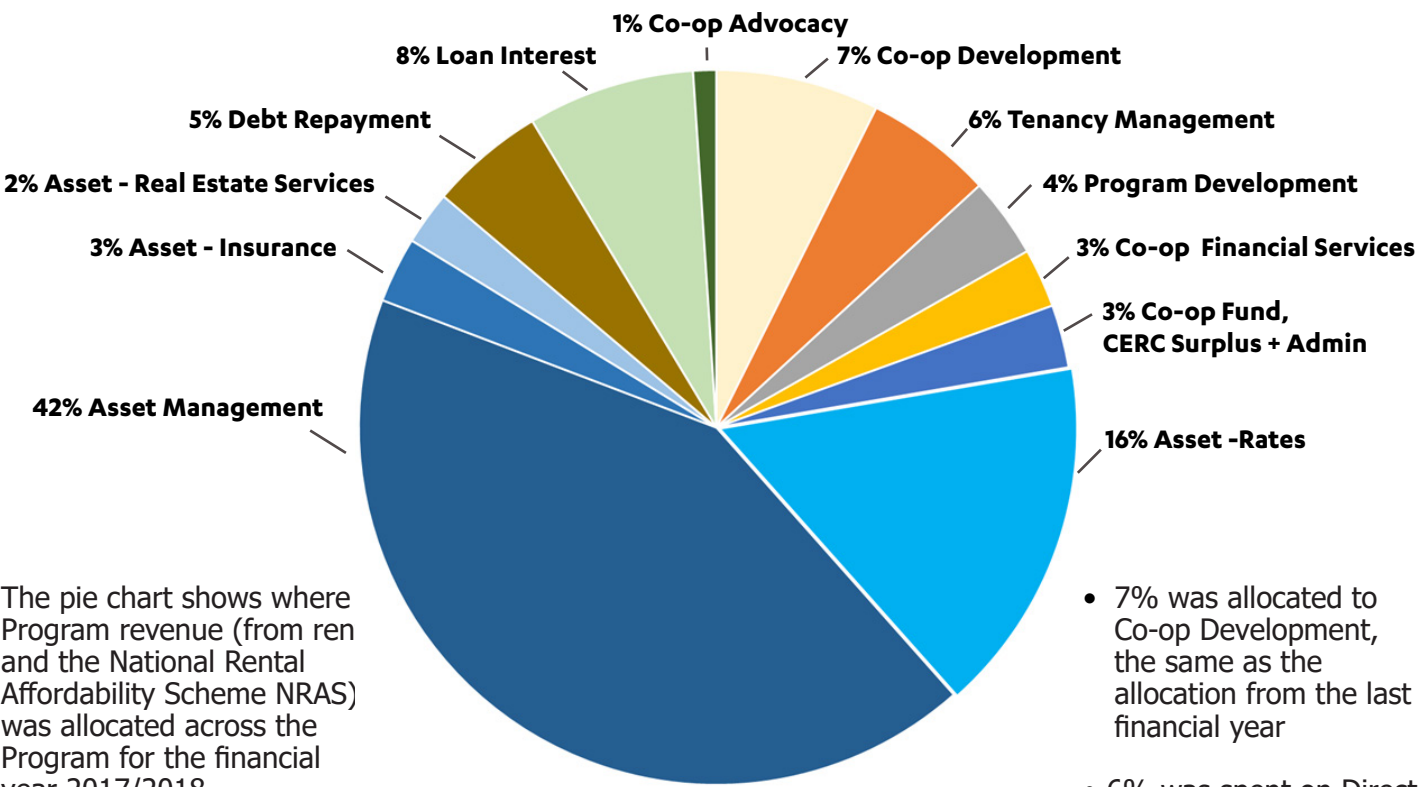
We are making instructional videos that will be on the website where you can get help to use the portal. The latest information is on the Member Portal project page on Have your say on the CEHL website <https://yourview.cehl.com.au/member-portal-project>



## Coming up in 2019 . . .

|                        |   |
|------------------------|---|
| <b>30 January</b>      | <b>Portal launch</b><br><br>Co-op Champions will lead the way and will log-in to the portal<br><br>We will be staggering the login process.<br><br>Please accept the invitation and login to the portal.<br><br>Help is available for all users from your Co-op Champion or CEHL. |
| <b>4 – 15 February</b> | <b>Co-op Champion Online Training SESSION TWO</b><br><br>Invitations will be sent mid-January<br><br>Co-op Champions will learn how to update household information using the portal so they can help their co-op members.  |
| <b>March</b>           | <b>Portal demo and completing your household information form</b><br><br>dates and venues TBC<br><br>CEHL Finance Team will be visiting the regions to demonstrate the portal and help you complete your household information form, online or the paper version.                 |

# Program revenue distribution 2017/2018



The pie chart shows where Program revenue (from rent and the National Rental Affordability Scheme NRAS) was allocated across the Program for the financial year 2017/2018.

- 63% of funds went toward Assets, homes and the cost of maintaining and managing them, made up of maintenance, rates, insurance and real estate services. For the second year in a row, maintenance and 3rd schedule was increased by \$1m
- 13% of funds was spent on loans and interest. 8% on Loan Interest and 5% to reduce loans (Debt Repayment). This was 5% less than applied last year, as there was less operating surplus

- 7% was allocated to Co-op Development, the same as the allocation from the last financial year
- 6% was spent on Direct Tenancy Management an increase of 1%
- 4% of funds were allocated to Program Development an increase of 2%
- Providing Co-op Financial Services received 3% of funds, a reduction of 3% from the previous year
- Co-op funds, operational surpluses from co-ops and the co-op's own administration costs accounted for 3% (last year 5% the year prior to that was 53%).

Brad Hosking, Corporate Director



## Tips for strong passwords

- Length.** Make your passwords at least eight (8) characters long.
- Complexity.** Include a combination of at least three (3) uppercase and/or lowercase letters, punctuation, symbols, and numerals. The more variety of characters in your password, the better.
- Variety.** Don't use the same password for everything. Cybercriminals can steal passwords from websites that have poor security and then use those same passwords to target more secure environments, such as banking websites.



## Pool Regulations have changed

Now that summer has arrived, it is a timely reminder for us all about swimming pools.

### Change to building regulations

Changes were made in June 2018 to the Victorian Building Regulations 2018. The design, construction and installation of swimming and spa pools and their safety barriers are subject to strict building requirements and require a permit. Councils require that a permit must be obtained prior to any work starting.



### Modification request

Before a tenant member installs a pool or spa, they must complete a tenant funded modification request form and forward it to their CERC for approval and then on to CEHL for consideration. These requests are unlikely to be approved by CEHL because of the significant safety and compliance obligations involved.

### Council issues fines if non-compliant

If a pool has been installed without going through this process and appropriate safety barriers have not been installed, it must be emptied immediately!! The Council may be contacted to inspect the pool to provide input into its compliance. Councils are using Google Earth to monitor properties with new pools and check if they have permits. Hefty fines for non-permitted or non-compliant pools are also being issued.

Your CEHL Property Officer is available to answer any questions you might have about this.

*Charmaine White  
CEHL Asset Management Team Leader*

## Geelong Network Meeting Dates for 2019

We would like to update our members with the 2019 meeting dates for the Geelong network meetings.

- 6th February
- 3rd April
- 5th June

Meetings are held at 113 Noble Street, Newtown at 7pm.

All welcome!

For any enquiries please contact

**Shirley:** P: 5244 3961 M: 0418 141 228  
[martynjulian@optusnet.com.au](mailto:martynjulian@optusnet.com.au)



## Climate Emergency Housing Co-operatives

The beating heart of our Program is expressed through co-ops influencing decisions and direction and taking leadership. This is what our board, staff and co-op members want and need. The recent conference of common equity co-ops – themed 'A Co-op Led Program' – explored what that means and what has to happen to achieve it. Practical engagement tools designed to help stimulate conversations within co-ops on this and other topics were provided for conference attendees to take back.



Concluding the conference, the *Co-op Knowledge Sharing* session provided a range of valuable, real and effective opportunities to broaden the agenda and to guide decisions, directions and change. As shareholders in CEHL it is a right and perhaps a responsibility to pro-actively do this.

The session "Climate Emergency Housing Co-operatives" discussed climate change as an existential crisis – a threat to existence itself – and examined the need to restore safe climate conditions for all people, all species and all generations.

Declaring a 'climate emergency' is a small but meaningful and useful step towards fixing a big problem.

Local councils are starting to do this and it's something our company (CEHL) and our co-ops can also do.

The discussion resulted in a loose affinity of members from nine different co-ops; eleven like-minded people all told, concerned that global warming has become a climate emergency.

### Eleven aspirations emerged:

1. We want to 'save the earth'.
2. We want to ban the plastic bag, ban polystyrene and reduce plastic waste to a minimum.
3. We want move rapidly away from all fossil fuels.
4. We want to conserve water.
5. We want to grow fruit and veggies and food forests in the country and in the suburbs.

6. We want to build resilience in ourselves, our families, our co-ops and our wider communities.
7. We want to reduce our negative contribution to the worsening situation.
8. We want to use examples (such as Earth CERC - Murundaka) to inspire action and bring awareness to our co-ops - of ways to save energy, make positive change and be generally more environmentally responsible.
9. We want to inspire action on personal responsibilities.
10. We want to participate more actively in our democracy.
11. We each want our co-op to declare a climate emergency.

We know there is a lot we can do in our co-ops and invite other housing co-operatives and members or staff wanting to take action on global warming, or just to find out more about what it means, to make contact.

*Giselle Wilkinson  
Earth CERC since 1986 and Murundaka cohousing community since 2011*

Phone 0428 373 111 [giselle@earth.org.au](mailto:giselle@earth.org.au)

The article represents the discussion of participants at the *Climate Emergency Housing Co-operatives* discussion, CEHL Conference in June 2018.



# PROPERTY ALLOCATION PROCESS

A pilot of a new property allocations process is underway.

Historically CEHL allocations of new properties to co-ops has been a case-by-case response to a hand back. This approach was unsustainable as it didn't take into account the changing needs of co-ops or the Program.

The aim of the new allocations process is to provide a fair and transparent way to allocate properties which is co-op led and provides choices for co-ops and members.

## 5 Steps of the allocation process

- 1. Opportunity**  
A property opportunity becomes available by re-allocation from a handback, a new purchase or a development.
- 2. Future Aspirations**  
CEHL assesses which co-ops have Future Directions Plans that match the location and size as part of their aspired property mix.
- 3. Co-ops invited to participate**  
CEHL contacts the relevant co-ops to update them on the opportunity, and seek expressions of interest for the opportunity. Co-ops will be provided with plans of the development, or an opportunity to attend an open house to view the property before the closing date for expressions of interest.
- 4. Co-ops respond**  
Co-ops make the choice about which allocation opportunities to pursue. Co-ops return an expression of interest form if the opportunity interests them.
- 5. Allocations assessment**  
All expressions of interest are reviewed and assessed in line with the Allocations Policy. An allocation offer will be made to the co-op with the highest ranking.

## Allocations Policy open for feedback

The Allocations Policy will be open for consultation in January-February 2019 policy consultation and co-ops are encouraged to give their feedback and comments.



## What is the property allocation assessment based on?

The decision to allocate a property to a co-op is based on:

- Whether there is a pre-existing property commitment to the co-op, acknowledged in the co-op's Future Direction Plan (FDP)
- Whether the co-op has handed back a property with an FDP asset intent of "handback" or through the Response to *Loss of Membership Program Policy*
- Whether there will be an improvement in the co-op's viability
- If the co-op is proposing to improve the utilisation of its property portfolio
- The length of time since the co-op was last allocated a property

## Upcoming allocation opportunities and Future Direction Plans

The new process will be trialled with ten upcoming property opportunities in:

- Geelong
- Outer East Melbourne
- Inner North Melbourne

Co-ops in these areas will be contacted shortly with more details.

Information from co-op *Future Direction Plans* is central to the allocations process. If your co-op has not yet started a Future Directions Plan, contact your Co-op Development Co-ordinator.

Danni Nash  
Manager, Program Development

# John Harrison - Fellow of the Worshipful Society of Apothecaries



The Society of Apothecaries is one of the largest, of the livery companies of the City of London. In addition to its traditional civic, ceremonial, social and charitable activities, the Society has been licensing doctors to practise Medicine since 1815.

The Apothecaries acquired their Hall in Blackfriars (pictured above) in 1632. Re-built on the same site immediately after its destruction in the Great Fire of 1666, it is the oldest extant livery company Hall in the City.

From [www.apothecaries.org](http://www.apothecaries.org)



This is the story of our trip to London and to the Worshipful Society of Apothecaries.

I went to London to take part in a course on the history of medicine at the Apothecaries Hall in Blackfriars. This is the headquarters of the Worshipful Society of London Apothecaries. This institution has been around since the early 1600's.

My other reason for going to London was to apply to become a Fellow of The Worshipful Society of London Apothecaries. I am very proud to say that I was accepted as a fellow. As far as I know I am the only Australian horticulturalist to gain such an honour, one usually reserved for doctors and pharmacists.

We started our journey to London being treated like royalty on China Airlines with gift packs of slippers, toothbrush, toothpaste, comb, eye masks and skin cream. The menu was fantastic with both Chinese and European meals and top class wines from France, Australia and America! Hot towels were handed to us once we were in the air. Each seat had its own screen to watch videos or follow the flight, seeing what the pilot could see.

On arrival at Gatwick Airport we stepped onto a train to take us to our destination. Once on the train I started to notice the buildings. They were many stories high but appeared quite small compared to those we are used to in our cities in Australia. Once in London I became aware of how old this part of the world is. This is where time is measured in hundreds of years. We here think that something 200 years is old, but the oldest grave I found was dated 1380. Many buildings including churches go back at least to 1600.

Pauline Knox and  
John Harrison of Southerners CERC



# REFERRAL LISTS IMPROVED!

When a co-op has a vacant property, CEHL sends the co-op a list of applicant households for co-ops to consider and interview as new members.

Over the past few months a number of changes have been made to improve these referral lists. Once a decision is made about whether CEHL will opt-in to the Victorian Housing Register, the referral list process will again be reviewed.

**Pre-screening Referral Lists – 2019 PILOT**

In 2019 anyone referred by CEHL to a co-op will have been contacted to confirm they would like to be considered for a vacancy based on location and property size.

This will mean co-ops receive an up-to-the minute Referral list with applicants who are interested and able to move in if selected by the co-op.

| REFERRAL LIST IMPROVEMENTS IN PLACE ALREADY . . .             |  |   |  |
|---|--|---|--|
| What's been improved?   | What's changed?  | Benefits for CEHL?  | Benefits for Co-ops?   |
| <b>Expression of Interest Form (EOI)</b><br>UPDATED           | People expressing an interest .. <ul style="list-style-type: none"><li>can now choose 3 location preferences</li><li>MUST confirm the time they can commit to co-op activities</li></ul>   | CEHL can . . . <ul style="list-style-type: none"><li>plan where and when to hold information sessions</li><li>identify the most suitable co-op model, based on the time they can commit</li></ul>               | Co-ops benefit by . . . <ul style="list-style-type: none"><li>more people to choose from on the Referral List</li><li>up-to-date contact details of applicants</li><li>are referred applicants that better match their type of co-op</li></ul> |
| <b>Expression of Interest + Applicant contacts</b><br>UPDATED | All EOI's and Applicants have been contacted and asked to update their contact details and confirm their interest in co-op housing. COMPLETED MAY 2018   | <ul style="list-style-type: none"><li>applicants no longer interested in co-op housing have been taken off the referral list</li><li>contact applicants more easily, can send email and text messages</li></ul> | <ul style="list-style-type: none"><li>referral list is current and up-to-date</li><li>the selection process is more efficient for co-ops, it's easier to contact applicants, can send email and text messages</li></ul>                        |
| <b>Information Sessions</b><br>RESTARTED                      | <ul style="list-style-type: none"><li>better information about co-op housing</li><li>to become applicants EOI's must attend an 1.5 hour information session</li><li>promotional plan to increase Program awareness</li></ul>   | <ul style="list-style-type: none"><li>creates greater understanding and awareness about co-op housing</li><li>enables co-ops to select their members from informed applicants</li></ul>                         | <ul style="list-style-type: none"><li>applicants have a greater understanding of responsibilities of co-op members</li><li>co-ops receive more informed applicants who know whether co-op housing is the best option for them</li></ul>        |
| <b>Info about co-op housing</b><br>IMPROVED                   | <ul style="list-style-type: none"><li>information sessions in 2018 held in Sale, Ballarat, Northcote, Dandenong and Morwell, more planned for 2019</li></ul> <p><i>Co-op members contributed to the review and update of the Information Session presentation &amp; materials provided about the Co-op Housing Program</i></p> |   |  |



## When the wind blows....

Those of us who have lived for years in the vicinity of Port Phillip or Westernport Bays, or up in the high country of Victoria, or maybe near a river somewhere will be aware that the weather forecasts put out by the major TV and radio stations are ok for Melbourne but are sadly lacking if you live in regional Victoria.

The means of giving the temperature has always been a bit dodgy. Years ago we had to get used to using centigrade then changing from knots and mph to kph. All the good work done by Sipel and Passel in the quest for a better way to state how cold it was this morning got lost in the mix.

However, they stuck to the theory that " the lower the temperature , the greater the wind velocity, and the longer the exposure time the greater the chance of cold injury "

So now we have a whole new way of looking at 'the chill' when we go for a stroll with the dog along the pier or track in the bush and we can see that its smart to wear a light jacket or hoodie to keep the breeze out.

**How do I tell the wind chill factor?**

Forget Melbourne forecasts when in country Victoria. Dial up your Phone or iPad and look at something like 'Accu weather' in your area. It will give the temperature and a "feels like " temperature.

In simple terms a temperature of 7°C in 15 knots (28 kph) of wind becomes minus -1.3°C and that's cold!

So grab a coat or go back to bed.

Cheers for now,  
Don Carpenter  
*Carinya Co-op*



*Happy Holidays  
and Best Wishes  
for a Happy New  
Year filled with  
happiness, health  
and prosperity.*

*From all the team  
members at CEHL*



The CEHL Office will be closed from Monday 24 December 2018 and will reopen Monday 7 January 2019



**URGENT Maintenance for CMC or direct tenants**  
during the office closure dates please contact  
Valley Maintenance 0417 102 414

**URGENT Maintenance includes:**

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- failure or breakdown of any essential service or appliance provided by a landlord or agent for hotwater, cold water, cooking, heating, or laundering
- failure or breakdown of the gas, electricity or water supply
- any fault or damage in the premises that makes the premises unsafe or insecure
- an appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- a serious fault in a lift or staircase

## CALENDAR OF EVENTS

For up to date event and venue details go to  
[www.cehl.com.au/WhatsOn](http://www.cehl.com.au/WhatsOn)

|                   |  |
|-------------------|--|
| 13 Dec            | TAC Committee Meeting                                    |
| 13 Dec            | PAC Committee Meeting                                    |
| <b>2019</b>       |  |
| 6 Feb             | NAG Meeting  |
| 27 Feb            | CEHL Board Meeting                                       |
| Engagement Forums |  |
| Febr/<br>Mar      | Ballarat Regional Engagement Forum                       |
|                   | Bendigo Regional Engagement Forum                        |
|                   | Geelong Regional Engagement Forum                        |
|                   | Gippsland Regional Engagement Forum                      |
|                   | Metro North Regional Engagement Forum                    |
|                   | Metro West Regional Engagement Forum                     |
|                   | Metro South Regional Engagement Forum                    |
|                   | Peninsula Regional Engagement Forum                      |
|                   | Shepparton Regional Engagement Forum                     |
| Mar               | Member portal demo + complete your household information |
| Mar               | TAC Committee Meeting                                    |
| Mar               | PAC Committee Meeting                                    |
| 27 Mar            | CEHL Board Meeting                                       |

Send us your stories, images, article ideas to  
[newsletter@cehl.com.au](mailto:newsletter@cehl.com.au)