

# Co-op Conversation Pack

## **Moving forward together:**

What are the benefits of living  
in a CEHL Co-Op?





# 1. INTRODUCTION

CEHL and member co-ops work together to support and strengthen co-op communities.

To build a strong co-operative housing organisation, we need to understand the benefits of co-op living, what makes a strong and connected co-op and what are the positive experiences for people living in co-op housing.

This will help CEHL and co-ops to agree on what we are working to achieve through co-op housing and how to measure if we are doing a good job. It will also support CEHL to improve its services to co-ops, target funding and resources, and develop a more flexible co-op model.

This Conversation Pack is a tool that you can use to work with your co-op to generate discussion and provide feedback. You can complete the relevant sections of this Pack with your co-op and submit it via the CEHL website or by:

- Emailing a copy of your Pack to **EngagementCoordinator@cehl.com.au**, or
- Posting a copy to **PO Box 504, Carlton South, VIC 3053**

If you would like assistance completing or submitting the Pack, or if you would like a hard copy posted to you, please call **1800 353 669** or the email **EngagementCoordinator@cehl.com.au**.

## WHAT IS THE ENGAGEMENT PROCESS?

The process to get co-op feedback has three steps.

### 1. Community conversations: June

#### Led by Engagement Coordinators

Face-to-face and online events are taking place in June. Visit the CEHL website for more information. These events are designed to help you start conversations with your co-ops and share ideas about how you can support your co-op to provide feedback.

### 2. Co-op conversations: June – July

#### Led by co-ops

Co-ops can use the Conversation Pack to provide feedback on behalf of co-ops and submit the completed pack to CEHL by 18 July 2022.

Your co-op is being asked to complete this Conversation Pack as part of this stage of the Engagement Process.

### 3. Closing the loop: August – September

#### Led by Think Impact

The results of the engagement feedback will be presented to member co-ops via online events, which will focus on what was heard during the engagement from across the regions and co-ops, including the stories and information that was shared.

Engagement Coordinators have been appointed to support the planning and delivery of the project. They are members of co-ops who live in co-op housing and are passionate about making sure co-op member voices are heard.

Engagement Coordinators are available to support your co-op to complete this Conversation Pack.

To contact an Engagement Coordinator, please call **1800 353 669** or the email **EngagementCoordinator@cehl.com.au**

You can also attend an event in person or online. These events have been designed to help start co-op conversations about this project and share ideas about how you can support your co-op to complete a Conversation Pack.

Included in the following pages are seven questions for co-ops to discuss and provide responses. Your co-op may choose to answer all, or only some, of the questions.



## 2. LIVING IN CO-OP HOUSING

Please start this Conversation Pack by discussing the following two questions with your co-op, providing responses, and then moving on to the next two sections.

**In what ways has co-op housing changed the lives of your members?**

**What is unique about co-op housing compared to public or community housing?**

### 3. DRAFT MEMBER VALUE PROPOSITION

CEHL has drafted a Member Value Proposition that outlines the benefits that co-ops can offer to their members, and the benefits that CEHL can offer to each member co-op.

The Mutual Value Proposition will help CEHL and co-ops agree on how we can support each other, and where to target our efforts.

To make sure it reflects what you consider to be the value of living in co-op housing, CEHL would like your feedback on the draft proposition, and the value members are looking for. Once we have your feedback, we can then finalise the Member Value Position.

#### THE DRAFT MEMBER VALUE PROPOSITION

##### When things are going well ...

###### Co-ops provide benefits to their members:

- **Connection** — feeling connected to members of your co-op, and being part of a supportive community
- **Affordable and secure housing** — having housing that is affordable with an ongoing lease
- **Influence** — members have a say in how the co-op is governed, and how resources are used.

###### CEHL provides value to member co-ops:

- **Advocacy** — CEHL represents co-ops to the wider community and advocates for co-op housing
- **Co-op resources** — member co-ops are provided with advice and resources
- **Policies, compliance and support** — CEHL implements the services and support that have been decided in partnership with co-ops
- **Fee for service** — co-ops can access 'fee for service' support to make it easier for them to function
- **Houses for members** — CEHL manages a property portfolio, on behalf of co-ops. This allows co-ops to access new properties, or hand-back properties that are too expensive to maintain or no longer needed. CEHL secures funding and develops new housing that enables co-ops to grow.

Please use the boxes below to provide feedback on behalf of your co-op.

##### What do you like about the Member Value Proposition?

## 4. DRAFT OUTCOMES FRAMEWORK

CEHL and member co-ops work together to support and strengthen co-op communities. To improve how we work together, we need to agree on what we want to achieve through co-op housing. Then we can measure if we are doing a good job, make sure services meet the needs of co-ops and their members and decide future directions.

To make sure it reflects your views, we would like your feedback on the draft Outcomes Framework. Once we have your feedback, we can then finalise the Outcomes Framework.

### THE DRAFT OUTCOMES FRAMEWORK

The Outcomes Framework identifies four important elements needed to achieve strong, effective and connected co-ops, and that improve the lives of co-op members:

- **Strong co-ops**
- **An effective partnership between CEHL and co-ops**
- **Member wellbeing**
- **Connections between co-ops, CEHL and the community**

## DRAFT OUTCOMES FRAMEWORK



### STRONG CO-OPS

When things are going well...

- Co-ops are in a good financial position
- Members are active and share responsibility
- Members feel they have choice
- Members are well trained
- Co-ops are functioning well as a group
- Co-ops have planned for the future



### AN EFFECTIVE PARTNERSHIP BETWEEN CEHL AND CO-OPS

When things are going well...

- Co-ops influence decisions that affect them
- CEHL respects member contributions
- Co-op goals drive planning and decisions
- More members will actively participate in their co-op
- More people are interested in applying for co-op housing



### MEMBER WELL BEING

When things are going well...

- Members have improved wellbeing across a range of areas in their life
- Members feel proud to be living in a co-op



### CONNECTIONS BETWEEN CO-OPS, CEHL AND THE COMMUNITY

When things are going well...

- Members are connected with each other
- Co-ops are connected with each other
- Co-ops are connected to local community

Please note, more detail about the Outcomes Framework is provided in Appendix 1.

We would like your feedback on the Outcomes Framework via the questions below.

**What do you like about the Outcome Framework?**

**What needs to be changed or added?**

## How well does the Outcomes Framework identify the things we should be measuring?

Thank you for providing feedback, and having these important discussions with your co-op. You can complete this Pack via an online survey on our website. Alternatively, you can save an electronic version of your completed Pack or complete a hardcopy by hand. Please lodge your submission on our website, or by:

- Emailing a copy of your Pack to **EngagementCoordinator@cehl.com.au**, or
- Posting a copy to **PO Box 504, Carlton South, VIC 3053**

If you would like assistance completing or submitting the Pack, or if you would like a hardcopy posted out to you, please call **1800 353 669** or contact us via the email above.

Please sign below to let us know which co-op has completed the Conversation Pack.

Signed:

Name:

Date:

Co-op

Position:

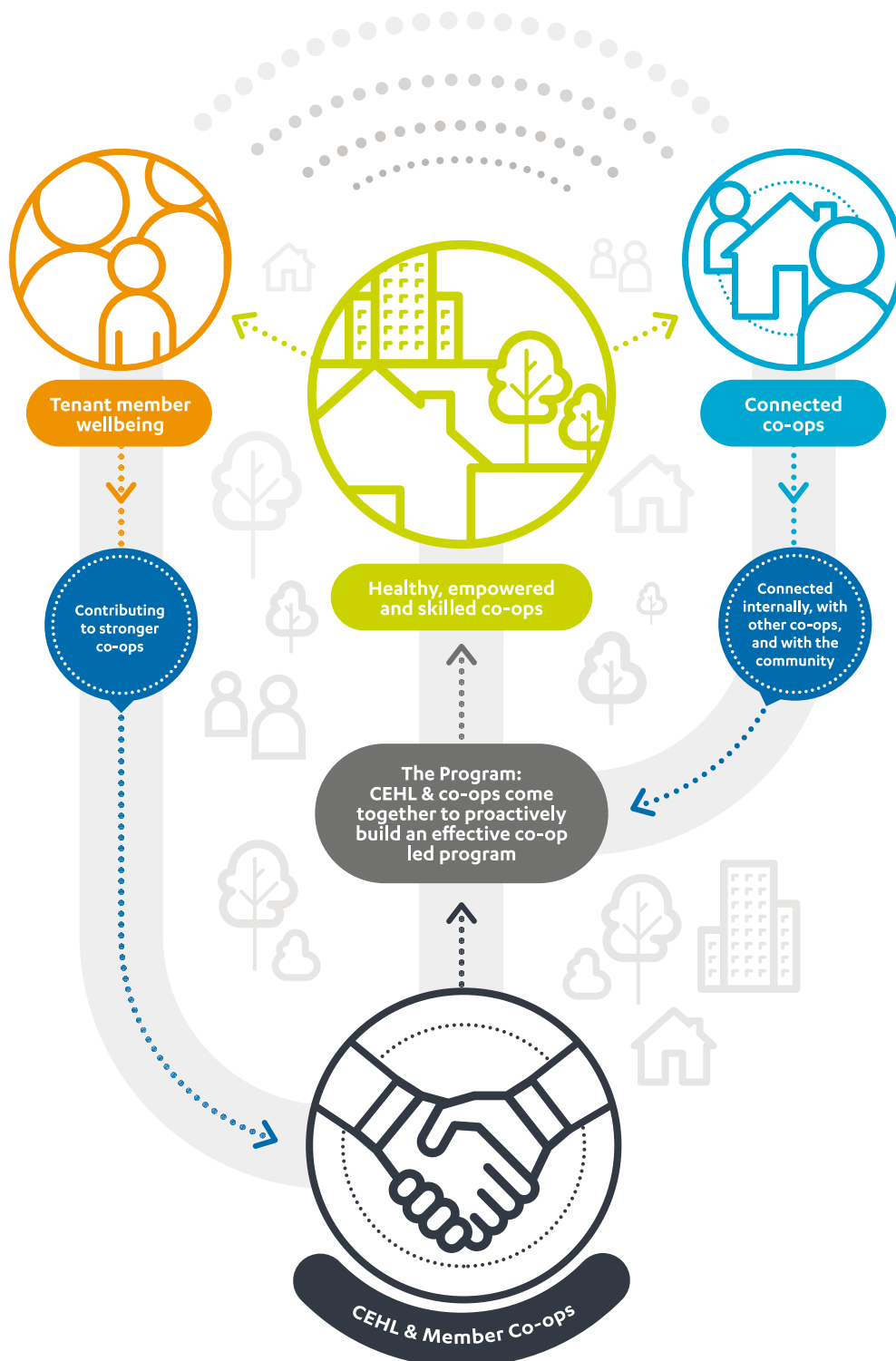
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Please tick this box if your submission represents your individual views rather than co-op feedback.



**This page provides additional space for your co-op feedback. If you use this space to further respond to a particular question, please let us know which one.**

# Appendix 1: Draft Outcomes Framework



# CEHL Outcomes and Indicators

14.08.2019

**THE PROGRAM: CEHL and co-ops come together to proactively build an *effective co-op led Program***

OUTCOMES	ELEMENTS	INDICATORS (8)
Effective	Growing demand for co-op housing	<ul style="list-style-type: none"> <li>➤ When you applied to join the co-op housing Program, which of the following statements best applied to you?               <ul style="list-style-type: none"> <li>• I wanted to live in a co-operative vs all other housing models</li> <li>• I preferred to live in a co-operative but was open to other housing models</li> <li>• I didn't have a preference to the model of housing</li> <li>• I would've preferred not to live in a co-operative</li> </ul> </li> </ul>
	CEHL plans for the Program to meet member co-op goals in the context of a changing external environment	<ul style="list-style-type: none"> <li>➤ <i>The Program understands and supports our co-op to meet its goals</i></li> <li>➤ <i>The Program enables our co-op to thrive in a changing world</i></li> <li>➤ <i>Our contribution to our co-op is respected by CEHL</i></li> <li>➤ <i>CEHL understands the needs and realities of our co-op</i></li> </ul>
Co-op led	Member co-ops influence the Program	<ul style="list-style-type: none"> <li>➤ <i>Information provided by CEHL helps our co-op to engage in program decisions</i></li> <li>➤ <i>We can participate in decisions that affect our co-op members when we want to</i></li> <li>➤ <i>Our co-op is actively engaged with the Program consultations</i></li> </ul>

**STRONG CO-OPERATIVES: Co-op housing Program enables *healthy, empowered and skilled co-ops*.**

OUTCOMES	ELEMENTS	INDICATORS (10)
Healthy	Financially secure	<ul style="list-style-type: none"> <li>➤ <i>Our co-op is in a good financial position</i></li> </ul>
	Shared responsibility	<ul style="list-style-type: none"> <li>➤ <i>Our co-op works well together</i></li> <li>➤ <i>Our co-op gets things done</i></li> <li>➤ <i>Our co-op has good succession planning</i></li> </ul>
	Productive group dynamics	<ul style="list-style-type: none"> <li>➤ <i>Everybody's voice is heard in our co-op</i></li> <li>➤ <i>My contribution is valued by our co-op</i></li> <li>➤ <i>Our co-op deals with conflict well</i></li> </ul>
	Future focused	<ul style="list-style-type: none"> <li>➤ <i>We have the capacity in our co-op to deliver on our co-op goals</i></li> <li>➤ <i>Our co-op understands its goals</i></li> <li>➤ <i>I am excited about the future of our co-op</i></li> </ul>

## STRONG CO-OPERATIVES: (Cont.)

OUTCOMES	ELEMENTS	INDICATORS (8)
Empowered	Choice	➤ We can see the different ways our co-op can work within the Program.
	Active members	<ul style="list-style-type: none"> <li>➤ Our members are actively contributing to our co-op's activities</li> <li>➤ Our co-op works hard to find meaningful ways for everyone to contribute</li> <li>➤ % of members with an active membership agreement that is creative, flexible and fair</li> </ul>
Skilled	Adequately trained and skilled to manage responsibilities	<ul style="list-style-type: none"> <li>➤ I can see ways that I can contribute to my co-op</li> <li>➤ I am confident managing my co-op responsibilities</li> </ul>
	Opportunity to participate in learning and share knowledge	<ul style="list-style-type: none"> <li>➤ I can access the training I need to do my co-op job</li> <li>➤ I have people I can turn to if I need help with my responsibilities</li> </ul>

TENANT MEMBER WELLBEING: Co-op housing enables **members** to live their best lives

OUTCOMES	ELEMENTS	INDICATORS (2+)
(From CHIA Vic)	(To come from CHIA Vic framework)	
Tenants experience added value from co-operative living	Tenants know and experience added value from co-operative living	<ul style="list-style-type: none"> <li>➤ I receive added benefits from co-op housing that I wouldn't get from other types of community housing</li> <li>➤ I feel proud to be living in a co-op</li> </ul>

CONNECTED CO-OPERATIVES: Co-op housing Program enables **member co-ops** to connect **internally**, with **other co-ops**, and with the **wider community**

OUTCOMES	ELEMENTS	INDICATORS (4)
Co-ops are connected	Connected internally	➤ Members in our co-op have great connections with each other
	Connected with other co-ops	<ul style="list-style-type: none"> <li>➤ Our co-op is well connected with other co-ops</li> <li>➤ There are plenty of opportunities to connect with other co-ops</li> </ul>
	Connected to community	➤ Our co-op has good connections with the local community