



NEWSLETTER

January 2017



Annual General Meeting 2016

pages 10-11

CONTENTS

From the CEO	3
Working for the Sector	
Network and Groups at Common Equity	4
Board Business	5
Profiling our Co-operatives	
Meet The Hindu Co-operative	6
Property Management	
2017: A Busy Year For The Property Team	8
People Power at Common Equity	
Meet our Newest Recruits	9
2016 Annual General Meeting	10
Mellisa's Story	12
Climbing Mount Kosciuszko	13
Tenant Satisfaction Survey Results	14
Working With Members	
We want <u>YOUR</u> input	15
Company Co-operative Agreement (CCA) Timetable	15
Janalli Development Update	16
Money Saving Recipes	
Super Cheap & Easy! Basil Pesto	17
Something Fun	
80's Pop Quiz	18
Useful Links & Contacts	20

**Cover photo - Claire Knight from CHOISES Co-op*



Welcome To The First Newsletter of 2017!

This year is shaping up to be one of the biggest for Common Equity with many initiatives already underway or planned and a host of new opportunities starting to emerge.

The Board holds its first meeting in February and will welcome in several new Directors who I am sure will inject some fresh thinking and new energy. More details about their profile is revealed later in this Newsletter.

Works have commenced on the construction of the 10 new Units at Janalli with completion scheduled by June. Construction of the 20 new Units in Guildford is expected to start around March and be completed by the end of the year. Common Equity's growth agenda is in full swing and these projects demonstrate our commitment in getting results for the sector and this will continue into the future. Importantly, a pipeline of future projects has been mapped out to ensure an ongoing and sustainable path of growth and this will lead to future benefits to all.

The organisation continues to look for ways to improve services to the sector. To support this, we are making an investment in upgrading the technology

supporting our business operations. This is important to allow for administrative efficiencies as we grow and also to provide an online platform so we can offer services to tenants as good or better than other leading organisations.

There is about to be a dramatic shift in the market with the State Government planning to make available the management rights of up to 18,000 properties that is expected to be put out to competitive tender around April / May. This opportunity is being packaged into 9 separate geographic locations and presents the single ever biggest opportunity for Common Equity to grow the Co-operative sector. Discussions are progressing with a variety of organisations to explore partnership arrangements that would improve our chances of success in some part of this new opportunity.

As always, growing and supporting the Co-operative sector remains our highest priority. I encourage your continued support of our endeavours and also to provide constructive feedback along the way to inform what we do. Our success supports your success.

I look forward to working with you and your Co-operatives over the coming year.

Networks and Groups at Common Equity



The focus of the seniors group is to establish more social connections and opportunities for activities that create social inclusion, help improve their IT skills and other identified requirements.

Common Equity has recently established two social networks; a Seniors group and a shared accommodation Co-operative network.

Both groups are new and provide a pathway to building social linkages for co-operative members and directly managed tenants who share similar personal and Co-operative / housing interests, activities, and connections.

Members provide information and resources by sharing their experiences. The discussions in the groups are insightful and the sharing of ideas take on the form of creating new opportunities for actions. I have heard many times participants say to one another *'that's a good idea, I'll take that to my co-operative and maybe we could try this out also'*. Sometimes network members would ask for feedback, *'what do you do if this happens in your co-operative?'* These discussions are often revisited and are generative in nature like a dynamic process and not just a snapshot. It seems that the topics create new insights with

each discussion for members. Tenants and members think actively about the information and seek out opportunities to make a difference and to improve a stale situation by increasing pathways that create better outcomes.

The Senior Group

The Seniors group invites everyone that maybe interested to discuss areas that people face as we get older including their changing housing needs and other relevant social requirements. Currently, we are in a lucky position to have secured a new site at Guildford through a tender with Housing NSW. The site is earmarked as a Senior's Co-operative and the discussions at the seniors group would be relevant to the advancement of this site. The focus of the seniors group is to establish more social connections and opportunities for activities that create social inclusion, help improve their IT skills and other identified requirements.

Shared Accommodation Network

All Common Equity Co-operatives are unique and some are further distinguished by the sharing of some or

all domestic facilities. To some degree, these shared accommodation Co-ops operate like shared households. There are separate tenancy agreements for each bedroom as well as shared bathrooms and cooking facilities in some cases.

The shared accommodation network had its first meeting in November 2016 and was attended by six member/tenants representing four shared accommodation Co-operatives. The discussions have been interesting stimulating and passionate. Committee members were sharing ideas about how to best develop shared Co-operatives. All members stated their shared housing was a choice, allowing for security of tenure and opportunities to co-create shared spaces through developing rules for living arrangements within a community where people can feel safe and well. For me it was educational, correcting a myth shared accommodation coops are not a sustainable housing choice. Get in touch for more information on the networks or if you would like to join one of the networks.

Mirjana Kreiselmaier - Community Development Officer

Committee & Board Updates

Welcome to our new section of the newsletter where we will bring you all the latest news from our Board and Committee meetings from the past quarter.

GOVERNANCE

- **Quality Plan** – The Committee updated the plan to ensure continuous improvements are made to system and processes.
- **Performance Monitoring** – The Committee has initiated improvements to monitor performance across all parts of the organisation.
- **Board Recruitment** – The Committee has ensured the successful recruitment of talented replacements to the retiring Directors on the Board.

COMPLIANCE, AUDIT & RISK

- **Financial Management** – The Committee continues to monitor the financial performance of Common Equity and remains on track to achieve budget in 2016/17
 - **IT Systems** – The Committee has completed due diligence for a strategic upgrade of the underlying technology platform at Common Equity. This invest in new technology will enhance service delay, improve efficiency and sets up the organisation for growth.
 - **Risk Management** – The Committee has established Common Equity's "risk appetite" to guide future growth and investment decisions and ensure a focus on achieving goals.
- **Strategic Plan** – The Board commenced refreshing the strategy to take account of the changing marketplace and opportunities and will finalise early 2017. The new plan will enhance the focus on capacity building for Co-ops advocating for the sector, growth and sustainability. The plan reflects strong feedback from the sector and available to the sector once finalised.
 - **Company Co-operative Agreement (CCA)** – The Board has embarked on active engagement with Co-ops (Including discussion at the AGM) to seek agreement on improvements to the current CCA. An improved CCA will deliver shared benefits for all and accelerate the growth of the sector.
 - **Land & Housing Management Transfers** – The Board is positioning the organisation to capitalise on any opportunities for winning a share of the 18,000 properties being made available in 2017.

BOARD

DEVELOPMENT & GROWTH

- **Vietnamese Seniors Project** – The Committee continued to progress options for a property acquisition in early 2017
- **Dunroamin Co-op Development** – The Committee progressed consultation with the Co-op to ensure a good quality and functional development occurs in 2017.
- **Winning Tenders (Janalli and Guildford)** – The Committee ensured successful tender bids to build 30 new Co-op properties.
- **Community Development Plan** – The Committee refreshed its plan of action to support Co-ops through strategies such as engagement, forming new co-ops, establishing new networks and growing the Annual Forum.
- **Projects** – Developed a pipeline of projects to sustain long-term growth in the number of Co-op properties over the coming years.

Profiling Our Co-Operatives



Hindu Co-op Members at their new site.

Meet The Hindu Co-operative

Hindu Community Co-operative Formation

The Hindu Community Co-operative established in 1997, grew out of discussions with members of the Hindu Community in 1994 who wanted to provide a range of health care and support services as well as affordable accommodation to members of the Hindu community, in what they envisaged as a Hindu village. The Hindu Community Support Services Inc, an incorporated association was established to advance this project.

Many members of the community had recently arrived in Australia escaping violence, destruction of their homes and discrimination. It was intended the village would create a link and sense of community for those separated from their land of birth. It was hoped to locate the village on land adjacent to the Hindu Temple at Mays Hill. Despite the best efforts of HCSSI, the Hindu village project

stalled due to lack of funding.

The Hindu Community Support Services Inc converted to a Co-operative and with support from the Office of Community Housing (OCH) and the Association to Resource Co-operative Housing (ARCH), was granted properties in North Parramatta. The properties are on a sloping site opposite a park and comprise of two 3-bedroom and five 2-bedroom villas all with garages and gardens. Over the years the members have taken great pride in developing their own gardens and the common property gardens, which are very colourful and well maintained.

ARCH provided training to ensure the Co-op Members were equipped to manage the Co-operative and address concerns amongst members and other stakeholders they lacked the necessary management skills. When the OCH introduced a performance based regulatory system (PBRs), the Co-operative achieved an A grade indicating good performance measured

against agreed outcomes and achieved registration as a community housing provider.

Despite these early concerns the Co-operative has functioned effectively for the past 15 years.

Co-operative Challenges

Of particular concern is aging and capacity of the members to continue to volunteer within the Co-operative. Sadly, the Co-operative have had five original tenants pass away. Since ARCH evolved into Common Equity, challenges have been shared with increased support and resources. In particular, Common Equity has assisted the Co-operative to manage under occupied properties by rehousing tenants in more appropriate accommodation. As a result, Co-operative has been able to house new members who are willing and able to assist in management activities. This gives confidence to the community that the Co-operative will continue to prosper.

Mr Sunda Suntheralingam's Story

My family left Sri Lanka to escape the civil unrest described above. I became aware of the Hindu Community Co-operative project and applied to become a member. In 2002 my wife and I were allocated a villa that included a room set aside for the Co-operative office. Over the years I have been a director and office bearer, including from time to time Chairperson and Treasurer. I am also the Co-operatives contact person. The benefits of living in the Co-operative are principally security of tenure and affordable housing in a Hindu community context. We assist and support each other where possible. From time to time HCC with support from Common Equity, arrange modifications to properties based on recommendations from occupational therapists, which help our aging members remain in their homes longer.

In the early days, ARCH provided training and assistance to develop policies and procedures and comply with registration requirements. Common Equity continues to work closely with the co-operative advising and providing support as required. The HCC supports the Co-operative sector, attending regional meetings and forums to keep informed of current compliance requirements and changes to the sector. We continue to advocate for allocation of new properties for the HCC to assist the many community members who are suffering housing stress and would benefit from affordable housing in a supportive community environment. We can all help each other live healthier and happier lives in a Co-operative.

I would like to thank Mr T. Siva Subramaniam and Mr Sunda Suntheralingam for their time, generosity and assistance in preparing this profile.

Paul Simes - Field Officer



Land & Housing with Hindu Members



A place to call home

2017: A Busy Year For The Property Team



After what was quite a busy 2016, we are gearing ourselves up for what will more than likely be an even busier 2017. Besides the exciting developments happening with new buildings being constructed by Common Equity, we have been extremely busy with maintenance and repairs across the sector.

For this financial year alone, we have commissioned 63 separate work orders for Schedule 3 Repairs alone, covering a range of repairs including kitchen and bathroom upgrades, structural repairs, rising damp rectification and replacement of sewer and storm water pipes to name but a few. Common Equity will spend over \$626,000 in 2016/17 on Schedule 3 works.

Alan Meek, Property Officer has also been extremely busy with responsive and cyclical maintenance issues, working with Co-operatives to ensure all works have been completed. At this time, we have raised 143 work orders for these types of work, and we are only half way through the financial year!

Common Equity has also engaged new contractors to facilitate these repairs. I am pleased to advise you that we have 4 new contractors working with us to deliver a quality product and outcome for all Co-operatives. I have mentioned in previous articles that we have amended and revised the approach to all maintenance, particularly Schedule 3.

This has included better consultation and service provided by Common Equity and its' maintenance contractors when we are completing works at your property.

The photos show the quality of workmanship that we are providing with these new upgrades. The new contractors are showing an attention to detail that is being very well received so far, and we aim to keep that level of professionalism and service moving in 2017 and beyond. The contractors are extremely keen to continue working with Common Equity and the Co-operatives, which is a positive for all parties.

During the early months of 2017, Alan and myself will be co-ordinating inspections to begin preparations for Schedule 3 for the 2017/2018 Financial Year. We will initiate contact with your Co-operative in the first instance, and would sincerely appreciate your assistance in arranging these inspections with you at your earliest convenience. If you are unsure whether or not your property is due for Schedule 3 repairs, please contact your Co-operative and they should be able to inform you. If you are unable to access the information, please do not hesitate to contact me.

This is also relevant for our next round of Annual Inspections this year. We generally look to conduct these inspections between May-October, as per the Schedule 3 inspections; we will co-ordinate with your Co-operative prior to contact with you directly. Common Equity is required to conduct these inspections, however we will work with each of you to confirm a mutually beneficial time.

Andrew Stassen - Property Manager



People Power At Common Equity

Meet Our New Recruits

Corine Addison - Operations Manager



When did you join Common Equity?

I joined March 2014

What's your role, what's involve?

I started my new role on 29 November 2016 as the Operations Manager.

The Operations Manager will be responsible for implementing key elements of strategic and operational plans, providing high levels of customer service, managing the performance of staff and contractors and also ensuring the good running of key business systems and processes.

The Operations Manager has 3 direct reports (Senior Field Officer, Property Manager, Executive Assistant).

What is it about your role that drew you to it?

As I have been working at Common Equity for 2 ½ years as the Senior Project Officer, I felt that the new role of Operations Manager would give me the opportunity to contribute more of my skills towards improving the customer experience. The Co-operative model, of like minded people working together to improve their communities, is very attractive. I am passionate about helping people help themselves.

This is a new year, what does the year ahead look like for you and what challenges do you face?

This year looks like a big year for Common Equity! The biggest challenge is keeping up with all the opportunities out there to increase the number of properties we can provide. One major challenge is ensuring we are best structured to take advantage of the opportunities. The introduction of a new IT system will be key to providing improved customer service, with services being more accessible to tenants and co-operatives, better communication flows.

Sam Massey - Senior Projects Manager



When did you join Common Equity?

I recently started on Tuesday 29th December 2016.

What's your role, what's involve?

As the Senior Project Manager, I am responsible for the co-ordination of the project team to deliver specific projects and data and to manage the operation of the total quality management system, including policy revision. I also oversee Benchmarking and Growth Plans.

What is it about your role that drew you to it?

I was attracted to the principles and aims of Common Equity and their commitment to enhancing services to many communities. Of great interest to me is the development of project management services to enhance how we contribute to the organisation and in turn all Co-operative members.

This is a new year, what does the year ahead look like for you and what challenges do you face?

The biggest project for 2017 that I will be managing is the implementation of a new IT system for Common Equity NSW. This will deliver efficiency improvements to the organisation, contribute to the quality and variety of reporting for the organisation and enable us to improve the services and supports we provide to all co-operatives. It will place the organisation in a great position to manage our growth in 2017 and beyond. I will also be working on a continuous improvement of the programme to improve the project management service to the organisation. The greatest challenge as always is time, it promises to be a busy 2017!

Gina O'Neill - Project Officer



When did you join Common Equity?

I joined in November 2016.

What's your role, what's involve?

I am employed as a Project Officer and it involves the development of reports, reviews and feasibility studies and the preparation of submissions and briefing documents. As a project officer I am also responsible for managing, tracking and coordinating identified projects within the organisation.

What is it about your role that drew you to it?

I was drawn to this role as it involves giving individuals the opportunity to find affordable accommodation. I enjoy working with community groups and supporting individuals to have access to services that give them a better quality of life. I was also drawn to this role as it is part time and that way I still had the opportunity to support my two boys at school.

This is a new year, what does the year ahead look like for you and what challenges do you face?

I have mainly worked in a project related role and I find it gives diversity and challenges in lots of new areas. I enjoy challenges as I find these keep me motivated in the work place. Challenges give me the chance to grow within my field and also as a person, so I enjoy finding new ways to solve problems and working with the ever changing environment.

2016 Annual General Meeting



Melissa Morrison BCCM

The 2016 Annual General Meeting for Common Equity was held at the Mercure Hotel Sydney on the 26th November and was officially opened by Mr John Sidoti, the NSW Parliamentary Secretary.

A good representation was in attendance at this year's AGM, with 20 of the 33 member Co-operatives represented by attendees, and a further 8 Co-operatives having allocated proxy votes.

Social & Affordable Housing – The Flavour Of The Month!

Social and affordable housing has been

in the media a lot this year and Co-op housing in Australia is experiencing renewed interest from governments at all levels, academia and society searching for new solutions to the housing crisis and new ways to build better and more sustainable communities.

The Chairperson, Nassim Arrage highlighted that this year was a period of change for Common Equity, with the completion of a major housing project in rehousing tenants of The Compound, the acquisition of property in Croydon to allow expansion of Dunroamin Co-operative, and further development of new 13 studio apartments to add to our Vietnamese Co-operatives.

Growth in the Sector – Tenders Won and future plans for Dunroamin

extension and Vietnamese Seniors expansion

Common Equity is proud to have successfully won two construction tenders run recently by Family & Community Services to create 10 new properties in Jannali and 20 new properties in Guildford as part of the Government's reform program. We look forward to partnering with Government to deliver these projects in 2017 along with many more.

The Chairperson noted the establishment of a National Network of Housing Co-operatives that is collaborating on new opportunities such as research to develop the evidence base supporting the sector.

Passion Within The Sector For Growth



John Sidoti MP, Melanie Carmeci, Carmen Osborne, Nassim Arrage, James Brown, Peter Page

CEO, James Brown, reported the progress with new projects, property acquisition, working on Co-operative sustainability initiatives, rolling out our annual maintenance plans and raising our profile through advocacy, presentations and representation. The CEO particularly noted the passion within the sector and Common Equity has formally committed to a path of growth. The organisation remains in a very strong financial position and continues to explore new growth and development opportunities with a wide variety of potential partners, with the aim to enhance the collective well-being of all our Co-operatives

Retiring and New Board Members

The AGM thanked the following retiring Board members for their contributions. Mr Salesh Nandan (Technical Director), Ms Amalina Wallace (Member Director). In addition Mr Nassim Arrage also retired from the position of Chairperson, and was thanked for his many years of service and work to the Sector.

Two new Technical Directors were introduced and appointed to the Board, Ms Phyllis Sequeira and Ms Billie-Jo Barbara.

Ms Phyllis Sequeira

Phyllis has substantial leadership, corporate governance, business and financial services skills and understands the consumer needs in housing. She is currently on the Board for Food Distribution Network Inc, which is a registered charity buys and distributes food to the elderly, disabled and disadvantaged who cannot shop for themselves.

Ms Billie-Jo Barbara

Billie-Jo has previous leadership experience as part of a not-for-profit Board as Chairperson and Company

Secretary until May 2015 when she relocated interstate, she was tasked with improving governance frameworks and defining and mentoring performance KPIs.

Billie-Jo has a genuine interest in providing sustainable housing solutions to those in need and have held or still hold a number of mentoring positions mentoring young women through the YWCA, Australian Human Resource Institute and University of South Australia.

Mr Dennis Vaccher

Dennis was also re-appointed as a Technical Director and Chair of the Compliance, Audit and Risk Committee.

Member Directors

Three nominations were received for the two vacant positions of Member Directors on the Board. A vote by the membership resulted in the election of Ms Rose West and Mr Wayne Stamp.

Ms Rose West

Member and Secretary of BRANCH Co-operative and completing her final semester of a combined Bachelor of Arts/ Bachelor of Education degree through the University of New England.

Rose has experience of being on Boards for schools, community organisations and Co-operatives as well as taking on secretarial roles and managed finances. She is a passionate advocate for inclusion of equity both within educational settings and the community more broadly.

Mr Wayne Stamp

Wayne is a member of the Planet X Housing Co-operative and has been involved in the Co-operative housing sector for over 25 years. Over these years Wayne has made many contributions to the sector, including published reports and papers for the NSW Social Housing Tenants and Community Housing Conferences.

For the past 5 years, Wayne has mentored the All Nations Housing Co-operative, which was recently incorporated, with the support of the Planet X Board

Conclusion

The AGM was followed by a consultation session on the new Company Co-operative Agreements.

Corine Addison – Operations Manager



Natasha Lo (All Nations), Wayne Stamp (Planet X), Regrette Etcetera (Planet X)



Mellisa's Story

This article follows on from a previous

article sharing the success of one of our tenants, Mellisa Kanisek.

Mellisa has continued her studies using the CENSW John Mant Scholarship and this is her story of what it has meant for her. This is a truly inspirational story from a very special person who it has been amazing to watch her grow over the years.

2015 – Certificate IV Community Service Works

This course was the beginning of a new lifestyle for me. I learnt so much and started to meet some amazing people in the community. TAFE is a very supporting environment, you make a lot of friends and the teachers are very experienced social workers so are naturally supportive people to begin with.

During this course I did my student placement at The Benevolent Society for 6 months. Alternating between case management programs 'Partners in Recovery' and 'Community Options'. This involves me attending clients' homes and learning how to do complex assessments and case plans. I was also involved in the 'hoarding and squalor' program but this program lost funding, something you get used to hearing when you work in the community. This was a very busy year for me but only the beginning, I was planning 2016 before the year was over.

2016 – Diploma Community Services Work

I went into this course with confidence, only thanks to the certificate IV. I wasn't ready to leave the TAFE environment just yet. It felt like a second home for me in a way. You become attached to the people around you that you share common interests with – that being community work and sociological issues. The diploma was certainly harder content but I took this as an opportunity to prepare myself for university the following year. Yes, once again I was planning the year ahead.

During this course I did my student placement at Enough is Enough Anti Violence Movement INC. While on placement here, I was offered a job. This was my first paid job since being a mother. People always ask me how I get the time but I tell them that I make time. If there is a will, there is a way. If you really want to do something you will do it, there's nothing stopping you. It has been very positive for my youngest child to attend childcare on a regular basis. They learn so many skills to help prepare them for school and they get to socialise with other children. It has also been a positive experience for my eldest child who attends school and after school care. In fact she has been mimicking me when I study, sitting at her desk with her folders and books. She was our youngest volunteer for Enough is Enough at the Police youth Expo, handing out wristbands and necklaces to her peers. Children learn from what they see, and if they see their loved ones working hard then this will empower them to do the same.

My New Job At Enough Is Enough Anti Violence Movement INC

Ken Marlsew the CEO has been very supportive of me since the day I walked through the door. I am very grateful for all the opportunities that he has given me. There are things that we cannot learn from books, only by practical work at Enough is Enough have I gained

these skills. I am now the Community Development Officer, this is certainly a multi-tasking position. I have been involved in numerous events this year such as a Bunnings BBQ fund-raiser, Farmers Market stalls, Police Youth Expo, Healthy Minds & Well-being Expo, Cook Community Classic Carnival and the White Ribbon Walk.


I have also co-ordinated the "R" program which runs in prisons. I have networked with members of the community, meeting politicians and taken sneaky selfies with them – yes whilst I'm working because social media has become a really important marketing tool in community services.

I liaise with Sutherland Shire Councils' 'Communities Department' on a regular basis and am on the Youth Network and Victims Services interagency. I am the co-facilitator of the 'promise keeper domestic violence awareness program' that runs in high schools. This is by far the scariest thing that I have ever done. Who would have thought that teenagers were so frightening at first? They are truly amazing and I love working with young people. Young people are our future and need our love and support, so be nice! And if you can't be nice, be quiet! I really love being co-facilitator of this program. It is so important to teach the younger generation what domestic violence actually is and giving them the tools to be able to deal with the issues.

2017

I am enrolled into University this year to do my Bachelor of Social Science (Social Welfare), thanks to my 2 years at TAFE. I was given a generous amount of time taken off the course. I will continue my positions at Enough is Enough, and continue my professional development wherever I can. I love learning and working in the community.

Thank you Common Equity, I really appreciate your support throughout my studies. An extra special thank you to Mirjana, you are an inspirational Community Development Officer!



Climbing Mount Kosciusko

Paul Bowman of Care-N-Co Co-operative is well known to many. He has been a member of his Co-operative since 2007 and Treasurer for the past 6-7 years. Paul has cerebral palsy and is climbing Mt Kosciusko in his wheelchair on 18th February 2017 to raise funds and awareness.

Paul's corporate sponsor is the Campbelltown Rotary Club who will be providing a team of 10 including his sister Maria Thomas. Paul and his team arrive at Kosciusko on Friday 17th February, and climb on Saturday returning home on Sunday. There are 20 teams of 10 members all climbing at the same time.

What Is Cerebral Palsy?

Cerebral Palsy is a physical disability that affects movement and posture. It is an umbrella term that refers to a group of disorders affecting a person's ability to move. It is due to damage to the developing brain either during pregnancy or shortly after birth.

Every 15 hours, an Australian child is born with cerebral palsy, equating to one in every 500 children it's the most common physical disability in childhood.

In Australia there are approximately 34,000 people with Cerebral Palsy.

Worldwide, the incidence of Cerebral Palsy is 1 in 500 births. There are currently 17 million people in the world who have Cerebral Palsy. For most people with Cerebral Palsy, the cause is unknown and there is no known cure.

Cerebral Palsy affects people in different ways and can affect body movement, muscle control, muscle co-ordination, muscle tone, reflex, posture and balance. Although Cerebral Palsy is a permanent life-long condition, some of the signs of Cerebral Palsy can improve or worsen over time.

People who have Cerebral Palsy may also have visual, learning, hearing, speech, epilepsy and intellectual impairments.

The Cerebral Palsy Alliance provides family-centred therapies, life skills programs, equipment and support for people living with Cerebral Palsy. The alliance's priority is to help babies, children, teenagers and adults lead the

I'm excited for the kids who will benefit from the fundraising and who will see they can do anything if they set their mind to it, my gym is the driveway at Care-N-Co Co-operative which I am training on every day

most comfortable, independent and inclusive life as possible.

To find out more please visit cerebralspalsy.org.au

How To Donate

Please support Paul with donations. All donations go the Cerebral Palsy Alliance to purchase equipment for children. To donate please follow the link to Paul's page at <https://krazykosciklimb2017.everydayhero.com/au/paul>

Common Equity has supported Paul with a donation of \$250, we encourage all Co-operatives to get involved. If you do not have internet access you can send a cheque to Paul Bowman who will issue a receipt for you.

Paul Simes, Field Officer

Photo of Paul with his sister Maria Thomas



Tenant Satisfaction Survey Results

In October 2016 we sent a Tenant Satisfaction Survey out to all tenants, we are thankful to everyone who took the time to complete this survey.

We had a fantastic response rate of 39%, which was a substantial improvement on the previous years result of 31%. This great result is largely due to the Field Officer Team following up with Co-operatives and tenants.

The National Regulatory System for Community Housing (NRSCH) sets standards of 75% in three key areas. Common Equity is pleased to announce that it exceeded this target in all three areas. Common Equity achieved 93% for satisfaction of property condition, 92% for satisfaction of housing services and 89% for satisfaction with repairs and maintenance.

We have not only exceeded the NRSCH standards but also exceeded the NSW Federation of Housing benchmarks for satisfaction levels for overall housing services and repairs and maintenance. The indicator for overall services was 8% higher than the Federations benchmark of 84%, and the indicator for repairs and maintenance was 11% higher than the Federations benchmark of 78%. This is a great result for Common Equity's Property and Maintenance team who have over 500 properties to manage and

also to the Co-ops who complete minor repairs and maintenance.

Common Equity NSW achieved a higher level of satisfaction than the industry average in all 7 key benchmarking indicators – Quality of Life, Neighbourhood, Tenant Engagement, Complains and Appeals, Overall Services, Communication and Repairs and Maintenance.

Even though we have received excellent results from the Tenant Satisfaction Survey Common Equity has identified 5 areas where we seek to make improvements.

- 1. TENANT ENGAGEMENT.** Satisfaction that tenants are able to influence Common Equity decision-making had the largest drop in satisfaction from 2015 (6% decrease).
- 2. COMPLAINTS.** 8% of respondents said they were dissatisfied overall with how their complaint was dealt with. There was a 16% disparity between the Co-operative satisfaction rate of 67% and the directly managed satisfaction rate of 83%. This is also reflected in "how satisfied or dissatisfied were you with the outcome of your complaints", the co-operative satisfaction rate is 64%, for directly managed it is 82%.
- 3. REPAIRS AND MAINTENANCE.** 6% of respondents said they were dissatisfied overall with the repairs and maintenance service. This

relates to Co-ops only. There was a 0% dissatisfaction rate for directly managed.

- 4. COMMUNICATION.** Dissatisfaction with communication by Common Equity NSW had a rating of 6% dissatisfied.
- 5. PROGRAM VARIATIONS.** Program variation means how satisfied are you with the neighbourhood you live in. This was noticed more in directly managed tenants with 83% satisfied with their neighbourhood as a place to live compared to 94% in co-operatives.

Common Equity is working with the Sector Development Advisory Committee to discuss how we can engage better with tenants and improve our communication channels with them. Examples of this might include implementing notice boards, utilising translation services more often and developing a customer service strategy to manage inquiries.

Common Equity will work with the Field Officers to find out exactly what individuals are dissatisfied about in the neighbourhood they live in. The repairs and maintenance team will continue to provide feedback forms after work is complete.

Thanks again to everyone who completed this survey we are very pleased with the results.

Gina O'Neill – Project Officer

Working With Members



The quarterly newsletter is your newsletter. We want you to tell us what you would like to see in it, which features of this magazine you particularly enjoy and what you would like to see.

Do you have a story that you would like to share in the newsletter? Why not tell us about your Co-op and what events your Co-op have been planning, or how living in a co-op has benefited you?

Remember, this is YOUR newsletter, give us your feedback or to share a story simply email us at enquiries@commonequity.com.au or phone Lucy on 02 9356 9212.

Company Co-operative Agreement (CCA) Timetable

Excellent feedback was received from Co-ops during the first round of consultations in the second half of 2016.

Common Equity has accepted 68 out of 81 recommended changes (84%). A second round of consultation to finalise agreement will now take place according to the following timetable. Based on the feedback it is expected that agreement will very likely be achieved in the remaining 4 areas covered by:

- Asset Maintenance
- Autonomy
- Financial Viability
- Use of Pooled Funds.

ROUND 2 CONSULTATION TIMETABLE:

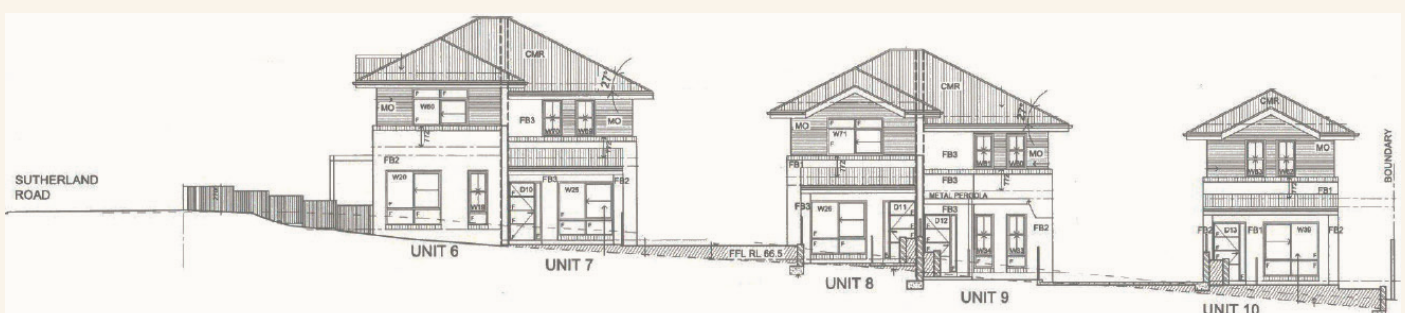
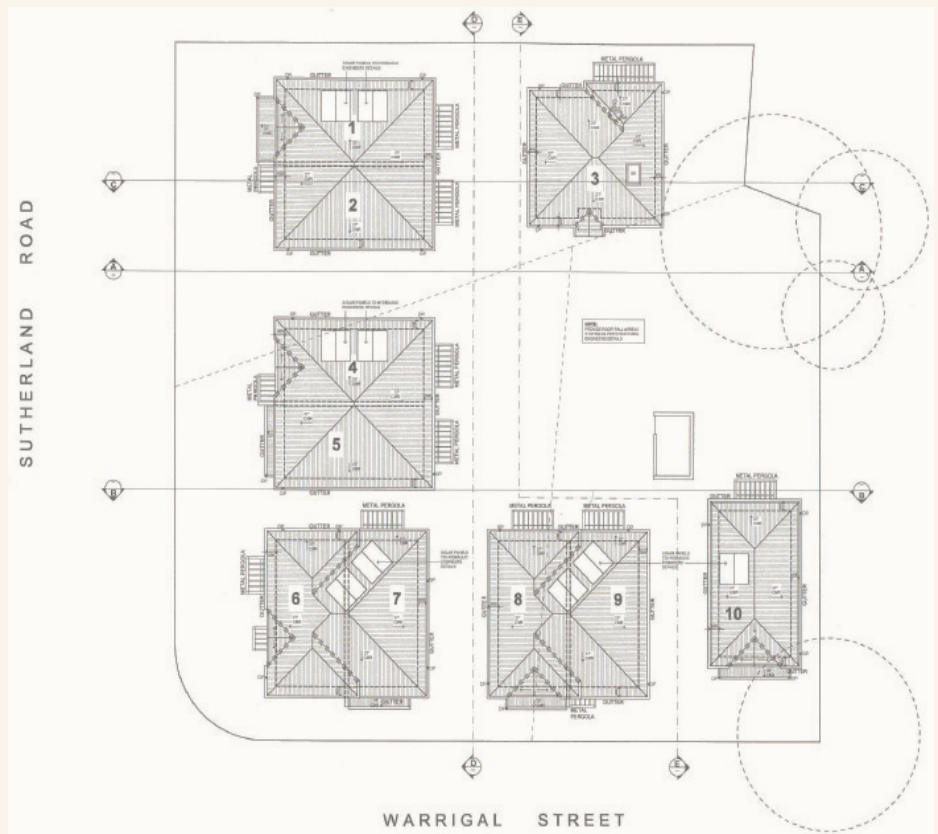
- **FEBRUARY 10, 2017** - ISSUE 2nd DRAFT CCA TO CO-OPS FOR FEEDBACK (ROUND 2)
- **FEBRUARY 21 TO MARCH 2, 2017** - REGIONAL MEETINGS
- **MARCH 31, 2017** - CLOSE OF FEEDBACK FROM CO-OPS (7 WEEKS)
- **APRIL 2017** - FINALISATION BY THE BOARD

Jannali Development Update

We are excited to report that the Janalli development Project has now commenced.

In early January, contractors entered the site owned by Land and Housing Corporation to commence construction of 10 new units (one 1 bedroom and nine 2 bedroom units). There will be 6 brand new buildings on site including one purpose built to cater for a tenant with a disability. Construction is scheduled for completion by June 2017.

The Board will take advice from key stakeholders in the coming months as it considers the possibility of forming a new Co-operative at the site.



Super Cheap & Easy! Basil Pesto



Spending money on sauces can quickly ring up your grocery bill. By making your own not only is it cost effective but it is also a much healthier option as you control what goes into your sauce. Why not make a batch of basil pesto and leave some in your freezer for another meal. Pesto can be added to pasta, used as a topping on a pizza or even on top of a chicken breast or Salmon then baked in the oven.

Why not give it a go!

INGREDIENTS

1 clove of garlic, peeled
Sea salt
Freshly grounded black pepper
A large bunch of fresh basil,
leaves picked
50g pine nuts
3 tablespoons extra virgin olive
oil
50g parmesan, finely granted

METHOD

1. Bash the garlic in a pestle and mortar with a pinch of salt. Add the basil leaves and pine nuts and pound to a coarse paste. Muddle in the extra virgin olive oil and stir in the Parmesan, adding a splash of water if you like it a little runnier, then continue bashing and pounding until smooth.
2. Have a taste and season with salt and pepper, if needed. Serve with grilled meat or fish, or simply stirred through pasta.

TIP

Eat well on the cheap

Cut the junk. Eliminate unhealthy foods such as soda, cookies, crackers, pre-packaged meals, and processed foods.

Your wallet & your body will thank you.

I ♥ 80s POP QUIZ



1. Which hit song featured the following lyric:

"The love we share seems to go nowhere and I've lost my light"

- a. Tear Drops
- b. Tainted Love
- c. Love Action (I Believe In Love)
- d. Superwoman

2. Who sang the title track of the late 80s James Bond film *Licence to Kill*?

- a. Tina Turner
- b. Patti LaBelle
- c. Gladys Knight
- d. Shirley Bassey

3. The *Magic Number* was a 1989 hit for the band De La Soul. Which album of theirs did it appear on?

- a. 3 Feet High and Rising
- b. Buhloone Mindstate
- c. De La Soul Is Dead
- d. The Grind State

4. Which 80s Clash song, when re-released in 1991, went straight to number one in the UK?

- a. London Calling
- b. Straight to Hell
- c. Rock the Casbah
- d. Should I Stay or Should I Go?

5. Which Duran Duran song opened with a sample of laughter from the keyboardist's girlfriend?

- a. Is There Something I Should Know?
- b. Hungry Like the Wolf
- c. Girls on Film
- d. The Wild Boys

6. Complete the Kate Bush lyric, from her 1985 song *Hounds of Love*:

"Now the hounds of love are hunting. I've always been a coward,"

- a. And I'm ashamed of running away
- b. And feel your arms surround me
- c. And of what was following me
- d. And I don't know what's good for me

7. Which New Wave band scored the mid-80s hit *Somewhere in My Heart*?

- a. Aztec Camera

- b. Blondie
- c. Ultravox
- d. Thompson Twins

8. The work of Fritz Lang inspired which Madonna video?

- a. Cherish
- b. Express Yourself
- c. Like a Prayer
- d. Oh Father

9. The pencil-sketch animation technique used in the A-ha video *Take On Me* was known as what?

- a. Onion skinning
- b. Still motion
- c. Pinscreen
- d. Rotoscoping

10. How many singles were released from the Prince album *Lovesexy*?

- a. 2
- b. 3
- c. 4
- d. 5

11. Which British band had the massive hit *Fools Gold*?

- a. The Stone Roses
- b. Lloyd Cole and the Commotions
- c. Pixies
- d. Joy Division

12. Which one of these songs by The Police did not chart in the 80s?

- a. Don't Stand So Close to Me
- b. Every Breathe You Take
- c. Walking on the Moon
- d. Wrapped Around Your Finger

13. Now known as a songwriter of hits like the Britney Spears song *Toxic*, Cathy Dennis was once a solo artist. Which 80s song marked her debut?

- a. Pump Up the Volume
- b. C'mon and Get My Love
- c. Theme from S'Express
- d. It Doesn't Have To Be

14. Which Grace Jones video featured excerpts from the experimental documentary film *Koyaanisqatsi*?

- a. I Need a Man



- b. Slave to the Rhythm
- c. Love on Top of Love
- d. Pull Up to the Bumper

15. Which Pet Shop Boys' song was about the lead singer's Catholic upbringing?

- a. It's a Sin
- b. What Have I Done to Deserve This?
- c. Always on my Mind
- d. Heart

16. 'Need You Tonight' was released by which rock band?

- a. The Cure
- b. Metallica
- c. INXS
- d. Aerosmith

17. Kylie Minogue began her music career in the late 80s. Which one of the following has she not done a duet with?

- a. Jimmy Plant
- b. Nick Cave
- c. Coldplay
- d. Shakira

18. Each song below featured heavily on the soundtrack of its respective 80s movie. Can you match the right song to the right movie:

- a. Danger Zone / b. The Heat is On / c. Cruel Summer / d. In the Air Tonight / e. Partyman / f. Up Where We Belong / g. Power of Love / h. Eye of the Tiger / i. Don't You (Forget About Me) / j. The Touch / k. The Glory of Love / l. Nothing's Gonna Stop Us Now

Batman / The Breakfast Club / Back to the Future / Rocky III / Transformers: The Movie / The Karate Kid Part II / Mannequin / Beverly Hills Cop / Risky Business / An Officer and a Gentleman / The Karate Kid / Top Gun

19. Which Frankie Goes to Hollywood song was banned on UK radio play in 1984, because of its lyrics?

- a. Two Tribes
- b. Relax
- c. Welcome to the Pleasuredome
- d. Rage Hard

20. Talking of lyrics, which Roxette song featured the line: "I'm not afraid, a trembling flower, I'll feed your heart and blow the dust from your eyes"

- a. Listen to Your Heart
- b. The Look
- c. Dressed for Success
- d. Dangerous

21. Which Peter Dinklage song was not a gigantic hit in the 80s?

- a. Red Rain
- b. Games Without Frontiers
- c. Don't Give Up
- d. Sledgehammer

22. Which female singer was responsible for the song Could've Been?

- a. Debbie Gibson
- b. Paula Abdul
- c. Belinda Carlisle
- d. Tiffany

23. The French song Joe le Taxi, by Vanessa Paradis, charted at what position on the UK chart?

- a. 1
- b. 3
- c. 5
- d. 7

24. Which Eurythmics song featured the lead singer entering a derelict cottage in a nightgown?

- a. Here Comes the Rain Again
- b. Right by Your Side
- c. Would I Lie to You
- d. Sweet Dreams (Are Made of This)

ANSWERS

Here Comes the Rain Again / 2. c. Gladys Knight / 3. a. 3 Feet High and Rising / 4. d. Should I Stay or Should I Go? / 5. b. Hungry Like the Wolf / 6. d. And I don't know what's good for me / 7. a. Aztec Camera / 8. b. Express Yourself / 9. d. Rotoscoping / 10. b. 3 / 11. a. The Stone Roses / 12. c. Walking on the Moon / 13. b. C'mon and Get My Love / 14. d. Pull Up to the Bumper / 15. a. It's a Sin / 16. c. INXS / 17. d. Shakira / 18. a. Top Gun - b. Beverly Hills Cop - c. The Karate Kid - d. Risky Business - e. Batman - f. An Officer and a Gentleman - g. Back to the Future - h. Rocky III - i. The Breakfast Club - j. Transformers: The Movie - k. The Karate Kid Part II - l. Mannequin / 19. b. Relax / 20. c. Dressed for Success / 21. a. Red Rain / 22. d. Tiffany / 23. b. 3 / 24. a.

USEFUL LINKS & CONTACTS

HOUSING NSW

Phone: 1300 468 746

www.housing.nsw.gov.au

Delivers 24/7 a wide range of services

REGISTRAR OF COMMUNITY HOUSING

Phone: 1800 330 940

Fax: 02 8741 2522

Email: registrar@housing.nsw.gov.au

www.rch.nsw.gov.au

Responsible for regulating community housing providers in NSW under the National Regulation System for Community Housing.

NSW CIVIL AND ADMINISTRATIVE TRIBUNAL (NCAT)

www.ncat.nsw.gov.au

Phone: 1300 006 228

TENANT UNION ADVOCACY SERVICES

www.tenants.org.au

Phone: 1800 251 101

Provides free, independent information, advice and advocacy to tenants throughout NSW.

NSW FEDERATION OF HOUSING ASSOCIATIONS

www.communityhousing.org.au

Phone: 02 9281 7144

Fax: 02 9281 7603

Email: nswfha@communityhousing.org.au

GREATER SYDNEY ABORIGINAL TENANTS SERVICE

Phone: 02 9698 0873

Covers Sydney, Blue Mountains, Central Coast, Hawkesbury, Macarthur areas. Provides free, independent information, advice and advocacy to Aboriginal tenants.

HOMELESS PERSONS INFORMATION CENTRE

Phone: 1800 152 152

7 Days / 24 Hours

Information and referral service for people who are homeless, or at risk of homelessness.

LEGAL AID NSW

Phone: 1300 888 529

www.legalaid.nsw.gov.au

Provides services to disadvantaged people.

LAW ACCESS NSW

Phone: 1300 888 529

Monday - Friday 9am - 5pm

COUNCIL OF SOCIAL SERVICE OF NSW (NCOSS)

Phone: 02 9211 2599

Email: info@ncoss.org.au

www.ncoss.org.au

The peak body for the social and community services sector in NSW.

HOUSING APPEALS COMMITTEE (HAC)

Call: 1800 629 794

Phone: 02 8741 2555

Fax: 02 8741 2566

Email: hac@dhs.nsw.gov.au

www.hac.nsw.gov.au

An independent avenue of appeal for social housing clients in NSW.

DOMESTIC VIOLENCE LINE

Phone: 1800 656 463

7 Days / 24 Hours

It provides telephone counselling, information and referrals for people who are experiencing or have experienced domestic violence. It makes referrals to women's refuges and family support services, counselling, police and courts, lawyers and hospitals. It helps with transport, emergency accommodation and other relevant support.

AFTER HOURS TEMPORARY ACCOMMODATION LINE LINK2HOME

Phone: 1800 152 152

7 Days / 24 Hours

Takes telephone referrals evenings and weekends from agencies that assist people seeking shelter for the night. Accommodation is booked until the next working day.

AFTER HOURS EMERGENCY

Should there be a major maintenance issue outside of business hours, CENSW is able to assist by calling or texting **Andrew Stassen on 0432 664 486**

3/362 Kent Street, Sydney, NSW 2000 T: 1800 066 834 / (02) 9356 9200
Postal Address: PO Box A274, Sydney South, NSW 1235 Fax: (02) 9262 2535
Email: enquiries@commonequity.com.au Web: www.commonequity.com.au