



# NEWSLETTER

October 2016

Common Equity  
runs in **City2Surf**  
for the first time!

Page 10

FEED YOUR  
FAMILY FOR  
UNDER \$20 WITH  
OUR MONEY  
SAVING TIPS AND  
RECIPES!



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# Welcome to the October edition of our newsletter!

**T**here is much happening in the community-housing sector at the present time and the pace of change is expected to quicken over the year ahead.

Reform of the sector is strongly influenced by the NSW Government's vision for social housing over the next 10 years. Various policy and funding initiatives enabled through this plan is creating opportunities for growth for Common Equity and Co-operative housing.

Common Equity has been actively submitting tender bids to access more funding and more properties. I am pleased to announce that we have been successful in the first two of three bids we put forward recently to construct 10 new properties in Jannali and 20 new properties in Guildford on land owned by Land and Housing Corporation. The properties are expected to be built within the next 12 months and provide housing for approximately 50 people depending upon occupancy.

Our success in these tenders is a fabulous result. It reflects our growing reputation as a community housing provider, in particular with Government. I look forward to reporting on more growth initiatives in future newsletters.

Considerable effort is also being directed

towards establishing and building partnerships with other organisations as a way of expanding the scope of opportunities available to us. Some opportunities require us to demonstrate we can operate at a certain scale or deliver social outcomes. Common Equity's chance of success in these opportunities is best served through partnerships with compatible organisations to deliver a package of outcomes.

The Co-operative model remains our primary focus as an organisation and continues to offer a competitive advantage and significant point of difference over our competitors.

Common Equity has recently refreshed its Growth Plan as well as its Marketing and Fundraising Plan and has a clear set of initiatives designed to deliver benefits to the organisation and Co-operative sector more generally.

We have strengthened our financial position having posted an operating surplus in excess of \$475,000 for the year ended 30 June 2016. Common Equity has now established the capacity to make ongoing investments across the Co-operative housing sector. We are committed to a range of new initiatives in the year ahead such as further property developments, forming new Co-operatives and also working collaboratively with the sector to enhance levels of support and opportunity.

**James Brown - CEO**



# SDAG submits recommendations to Common Equity Board

**T**he Sector Development Advisory Group (SDAG) was established in mid 2015 following consultations with the Sector. SDAG's purpose was to review and discuss current communication processes and strategies and to formulate recommendations to the Board.

Three areas were identified as being important to sector development:

1. How information is conveyed within Co-ops and strategies to assist process
2. How to foster and improve communications across Co-ops by building sector knowledge and activities
3. Improve communication processes between Common Equity and Co-ops

To facilitate the review SDAG distributed a short survey to all Co-ops, the feedback from this along with the feedback and actions from the April Co-ops forum were considered in their review. The SDAG review proposed 8 recommendations with regards to improving communication within Co-ops, across multiple Co-ops and between Co-ops and Common Equity.

At the August Board meeting the Board approved these 8 recommendations. They will be implemented over the next 12 months. The 8 recommendations as approved by the Board are listed below.

We would like to thank all those members who contributed to these recommendations and we will keep you informed as these changes occur throughout the year.

**1.** *Develop a customer service strategy as part of Common Equity's business model.*

**2.** *Create customer service structures and processes within the framework of Common Equity's customer service strategy.*

**3.** *Reach out to Co-ops and Co-op members for contributions to the Bulletin, to support Common Equity's role in developing community within the Co-op Sector, and to incorporate a Co-op member into this.*

**4.** *Employ a translation service(s) for Common Equity's documentation that is distributed to Co-ops and Co-op members such as Bulletin, Newsletter, website and the like as part of Common Equity's service to diverse communities with various primary languages.*

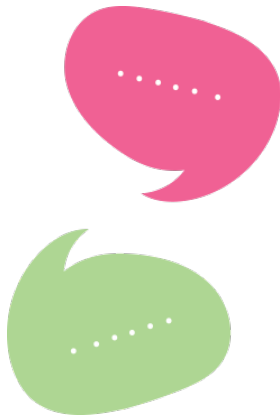
**5.** *Summarise and distribute key issues arising from and during Common Equity's Board meetings, in conjunction with the minutes, as part of transparency and clear communication regarding governance processes.*

**6.** *Facilitate Field Officer trips to*

*Co-operatives to train and assist the communications processes and strategies of Co-operatives.*

**7.** *Facilitate inter-co-operative training and skill sharing with regards to communications processes and strategies, and all skills and experience relevant to Co-operative management and governance.*

**8.** *Propose and maintain communication time-lines for responding to Co-ops questions and queries in efficient and agreed upon pathways and within set time periods.*



# C.C.A

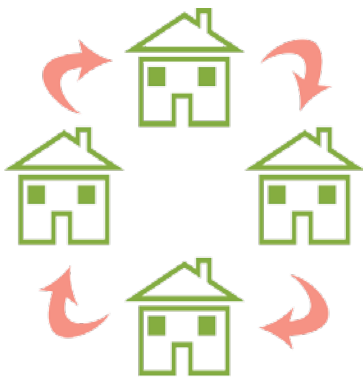
## **C**onsultation on proposed improvements to the Company Co-Operative Agreement (CCA) are in full swing.

A range of changes have been recommended by the Board designed to respond to feedback provided by Co-operatives in April including simplifying the document, supporting the viability of Co-operatives and providing greater clarity on roles and responsibilities.

The draft also proposes a new rent calculation designed to facilitate the sharing of resources across Co-operatives. This will guarantee viability for all and allow for surplus funds to be used to accelerate growth across the sector.

**Co-operatives are asked to promote local discussions and provide a formal response representing the views of your Co-operative back to Common Equity by the closing date of 31 October 2016.**

# PROPERTY TRANSFER PROGRAM



**T**he State Government has indicated up to 35% of total social housing in NSW (18,000 properties) will be “transferred” to housing providers within 3 – 5 years.

The scale of this initiative will fundamentally change the nature of relationships between Government agencies and Community Housing Providers.

Common Equity is actively engaged to ensure key questions are addressed in the lead up to final design of this program. Some key areas of interest to us include; what conditions would attach to any transfer, what security of tenure will be provided, what additional services beyond housing will be mandated, what risks are transferred and how diversity of providers will be assured. There are many more issues still to be resolved.

Further policy announcements by Government are expected before the end of the year and Common Equity is positioning itself over the months ahead to create every opportunity to benefit from this program.

# ALL NATIONS CO-OPERATIVE

**A**ll Nations Housing Co-operative was formed in November, 2011, by a group of like minded Transgender / gender diverse people with the aim to obtaining affordable, safe and secure housing in the inner city, inner west regions of metropolitan Sydney.

With support coming from SWOP, our mentor and Planet X Housing Co-op, All Nation members early on identified a number of social and economic factors in the development of a Transgender / Gender Diverse Housing Co-operative. After five years of persistent hard work, the group celebrated its incorporation as a legal entity on Saturday July 30, 2016.

### A Growing Co-operative

As an embryonic group we did experience a fluctuating membership and participation in the initial three years. A core group of dedicated members have persisted in the development of a unique housing Co-operative model. Presently, All Nations Housing Co-operative has eight members with the expectation of membership expanding to twelve Members.

The different racial, ethnic, and class backgrounds of All Nations Housing Co-operative members make this a particularly diverse housing Co-op. Members ages range between 32 and 55 years and since many of us are getting older; the subject of aging is one that cannot be overlooked. The support of such an inclusive community will assist

with the issues of isolation, depression and health problems associated with aging.

Six members of the Co-op are currently housed by Housing NSW, one in the private sector and one in co-operative housing. Spread across the inner western suburbs of Newtown, Camperdown, Glebe, Lilyfield, Kings Cross, Annandale, Marrickville and Surry Hills.

### Challenges Faced by the Transgender / Gender Diverse Community

For those fortunate enough to be tenants with Housing NSW, harassment is not uncommon with some members experiencing violence. Transgender / gender diverse individuals trying to access the private rental sector are also subject to stigma and discrimination when seeking housing. Thus, the expectation of duty of care in the location choice of housing for the Co-op members is paramount. This is all the more reason why forming a housing co-operative initiative like All Nations would enable Transgender / gender diverse people to address some of these issues in a socially enterprising way.

Many are ostracised and abandoned from family and former friends when deciding to transition. Transgender / gender diverse people are regularly evicted from their homes and more likely to become homeless. For some, the ongoing discrimination, harassment and violence becomes too much to cope with. Sadly, this is reflected in Transgender / gender diverse people being statistically over represented by suicide, attempted suicide

or overdosing on drugs.

Health services for Transgender / gender diverse people are predominately located in the inner city of Sydney. This includes primary, allied health care and support services. As well as the mutual support of being able to access others within the Transgender / gender diverse community. Thus; the focus for suitable housing being centred on inner Sydney.

A common misconception is that Transgender / gender diverse health issues begins and ends with medical procedures involved in transition. However, Transgender health is far more diverse and many Transgender / gender diverse people are discriminated against when accessing health services. This can range from overt prejudice and ignorance to lack of professional training.

### A Long Road To Travel

Given the adversity, there is persistence of spirit to succeed within the Members of All Nations Housing Co-operative. From its inception in 2011 to incorporation in 2016, the road has been long, but we are only half way there.

For too long Transgender / gender diverse people have been made to feel that they don't belong. Like anyone else, Transgender / gender diverse people deserve to live in a safe community. No one should ask for more, nor should they expect any less. Only when this vision becomes manifest in the security of bricks and mortar will we collectively have found a place we can call home.

**Written by Natasha Io, Member of All Nations**





***"Given the adversity, there is  
persistence of spirit to succeed  
within the Members of All Nations  
Housing Co-operative"***





## NITCH & CENSW JOIN FORCES

**T**he spotlight for this article is on one of our properties down in the Wollongong region, part of our NITCH Housing Co-operative, which was established back in 1986.

This particular property has been in need of some upgrades, both internally and externally, for a number of years. Over time, the timber weatherboard had started to rot in several areas of the house, the windows had also started to become problematic and damaged due to weather conditions. Added to this, structural issues with the foundations

of the house required attention, which also led to bathroom leaks and the requirement to upgrade the bathroom, I took the opportunity to meet with the Co-operative to discuss a joint project, with a view to have this work completed by the end of 2016.

As the nature of this work was a 50/50 split between the Co-op and Common Equity, a budget was set for both parties, who then set out to gather quotes to have the required work completed. This process took some time, however it allowed us to find reliable, quality contractors that Common Equity will continue to utilise with other Schedule 3 repairs. Once the Co-op and Common

Equity were able to agree on the quotes to be approved, the Property Team set the wheels in motion. As you can see from the photos attached, we have completed a professional job, with all selections made by the tenant who lives at the property.

I would just like to highlight that we continue to work with new contractors, aimed at delivering a higher quality of work, in conjunction with the Co-ops involved. This project has been completed with our recently improved processes, which I am sure will assist in delivering a better service to all Co-operatives throughout the sector.

**Andrew Stassen - Property Manager**







## MEET OUR NEW FINANCE MANAGER LALITHA ASHOKKUMAR

**L**alitha Ashokkumar joined Common Equity as Finance Manager after the former Manager, Phillip Gardiner retired.

Lalitha has a wealth of experience as a Senior Finance Officer as well as Board level experience, working for organisations such as FaCS, TAFE and Fire & Rescue.

And as if being a mother to her little girl doesn't keep her busy enough, she is on the Board for Lifeline, Australian Tamil Chamber of Commerce and Stepping Out Housing.

As Finance Manager, Lalitha oversees Cindy Wang, Account Assistant and Willia Soleman, Bookkeeper and is secretary to the CAR Committee (Compliance, Audit and Risk).

# COMMON EQUITY JOINS THE RACE WITH CITY<sub>2</sub>SURF

**S**unday 14th August saw Common Equity run in the City<sub>2</sub>Surf race for their first time. We had 15 runners signed up to run and walk on our behalf in this iconic race.

The 15 runners were made up with a mixture of Co-operative Members, Staff and family and friends of staff members. We were very pleased with the level of support that we did receive. Each runner/walker was given a Common Equity branded t-shirt and cap that they wore whilst partaking in the race. Among the thousands in the race our runners really stood out in their bright white and orange caps and shirts.

## THE ORIGINS OF CITY 2 SURF

The 14km City<sub>2</sub>Surf race starts at Hyde Park in the city and ends at the world famous Bondi Beach. The race has been running for 46 years. The idea for the race came from a memorandum sent from the US correspondent at Fairfax Media. He sent a newspaper clipping in 1970 about the San Francisco Bay to Breakers race to

the editor of The Sun newspaper. From that internal memorandum the City<sub>2</sub>Surf was born. The first race in 1971 had only 1,500 entrants with only 2% of them were female. For the first time in the events history in 2006 women outnumbered men in the capacity field of 63,451.

The course was originally 15km but it is 14km and is one of the most loved and largest community events in the world. With the event attracting this much publicity, it is a great platform for Common Equity to bring about awareness of Co-operative Housing to thousands of people.

This year all along the course the organisers of the event had laid on entertainment with various bands playing to keep the runners and walkers entertained along their 14km journey to Bondi beach.

## HOW OUR RUNNERS FAIRED

Once up the notorious Heart Break Hill the views of the harbour bridge and Opera House were stunning with many runners stopping to capture the scene on their camera phones. Andrew Stassen our Maintenance Manager who ran the whole distance said that people were stood on their front lawns with their hoses pipes





Emily Coleman and Kyle Willimott



Mia and James Brown

***“Thanks very much for the opportunity. It’d be a bit of a stretch to cover the registration fee otherwise and I like to run with others” - Co-operative member***

for people to run through to cool down if they desired, which he took advantage of at every opportunity. Andrew made great time with 1:47:03.

Many of the Common Equity runners and walkers were taking part in City2Surf for the first time. One participant, Daniel Jones a Co-operative Housing Member expressed his deep gratitude for Common Equity providing the opportunity for him to take part in City2Surf. He had a fantastic time too with 1:25:49 running for most of the race. Well done to you Daniel!

Our CEO James Brown also took part in the race choosing to walk the course with his daughter Mia. They managed a respectable time of 2:39:09.

### **COMMON EQUITY AND CITY2SURF, GOING FORWARD**

We would like to congratulate and thank everyone that took part and supported our runners. We look forward to having even more take part in next years race!

With City2Surf drawing so much attention, Common Equity would like to expand their presence at this annual event. We are currently looking into ideas where we may have a Common Equity stand with

branded merchandise and information on Co-operative Housing. We would also like to focus more efforts on fundraising at next year’s event as well as continuing to market ourselves and bring about awareness of Co-operative Housing.

If you’re feeling inspired by our runners, it’s never too early to start training for next years race!

**Lucy Parseghian – Executive Assistant**



Andrew Stasser



Daniel Jones



# GROWTH PLANS STARTING TO MATERIALISE

**The Common Equity Board have set a very clear direction in wanting to actively pursue growth opportunities for the Co-op housing sector. This growth is starting to materialise and gather momentum in a number of ways and we look forward to the establishment of a new co-operatives and the further expansion of others in the year ahead.**

Real action is occurring with the property purchase at Croydon to expand the Dunroamin Co-op and also pursuit of additional land for Vietnamese Seniors in

Western Sydney. Both projects are fully funded and will create additional housing during 2017 and are the beginnings of this new path of growth.

Added to this are two successful tender bids that will deliver 10 new units in Jannali by June 2017 and 20 new units in Guildford fully funded by Government. A pipeline of opportunities has also been established that will accelerate the growth of our sector and provide a rolling program of initiatives that will start to become self-sustaining as we reach a critical mass of properties under management.

Common Equity remains selective and strategic in the opportunities it targets. Through your ongoing support we will attract a stream of new resources into the sector.

Key to our success in these endeavours

is the development of new partnerships. Considerable effort is being directed towards finding suitable partners and pooling resources to achieve our aims. We have a large agenda to forge partnerships and alliances with other community housing providers, Local and State Governments, financial institutions, development organisations and a range of other supporters.

There is also scope to strengthen the partnerships we have with existing housing co-operatives. Co-Operative support is our ultimate platform for growth.

There is optimism for productive outcomes to be achieved through discussions on ways to improve the Company Co-operative Agreement (CCA) and also the pursuit of new community development initiatives in 2017 as a way of increasing our capacity to grow.



# DISASTER RECOVERY PLAN

**W**ith the storm season approaching, the Development and Growth Committee has reviewed and endorsed a Disaster Recovery Plan designed to support Co-operatives and tenants. A package of information and resources will be distributed in the near future.

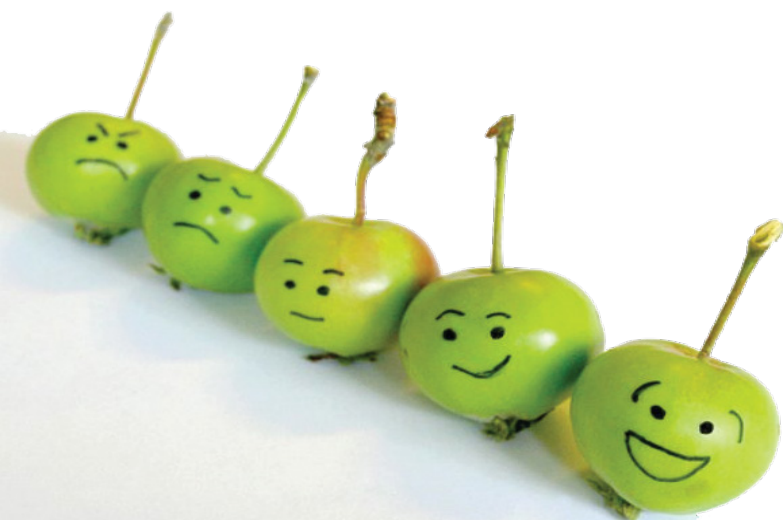
The package will share important information sourced from lead agencies in NSW about being prepared ahead of time in case disasters such as flood or fire strike. It will also include further advice on what will occur following such as event.

*Please take the time to consider and share this information with all tenants once it has been provided.*

# TENANT SATISFACTION SURVEY

**T**he annual survey collection has now concluded and all participants are thanked for their contribution to this work. The survey provides valuable insights directly from the sector and the analysis and conclusions will be borne out over the coming weeks.

Results are expected to be available to Common Equity during December and will be ready for consideration by the Board in early 2017. Key learning and initiatives arising will be shared with the sector at the earliest opportunity following this.



## Working With Members

# Regional Meetings:



**GRAFTON - NORTHERN REGION**  
**OCTOBER 25, 2016**



**SYDNEY - CENTRAL REGION**  
**OCTOBER 26, 2016**



**BULAHDELAH - HUNTER REGION**  
**OCTOBER 26, 2016**



**WESTERN SYDNEY**  
**OCTOBER 27, 2016**



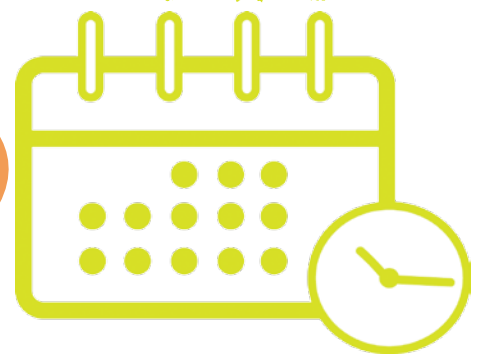
**TELECONFERENCE - SOUTHERN REGION**  
**TBA**

# Annual General Meeting

**A** reminder that the AGM is being held on **Saturday November 26, 2016** at the **Mercure Hotel Sydney**.

The hotel is located at 818 George Street next door to Central Station. Wheelchair access is from the entrance on Little Regents Street. Arrival tea and coffee is from 9.45am for a 10.30am start.

**SAVE THE DATE**





# STRATEGIC PLAN

**T**he Board is well progressed with an update to Common Equity's Strategic Plan and expected to complete this work by November. The current plan was prepared in 2014 and has served its purpose in guiding the organisation over the past 3 years.

There is a very different operating environment facing the sector today and it is timely that the Strategic Plan is being updated. The new Plan will navigate a path for growth and success and ensure the organization is well positioned to capitalise on a range of new opportunities across the sector.

Importantly, support and development of existing Co-ops will remain at the centre of what we do and we look forward to the creation of many more Co-operatives in the years ahead.

# SUSTAINABILITY POLICY



**B**ack in June, the Board of Common Equity approved the organisation's Sustainability Policy. The policy covers both Common Equity and all Co-operatives.

What does this mean for you and your Co-op?

Some of the initiatives that Common Equity is working on for Co-operatives include:

- Investigating the potential and capacity of heat pumps,
- Insulation to improve household energy performance, and
- Rainwater tanks.

Solar panels are generally not being supported by Common Equity due to a number of factors including high ongoing maintenance costs and variable benefits to individual households.

Co-operatives and households can initiate a number of actions that assist with both energy savings and sustainability.

The Sustainability Policy together with Tool-kits of suggested initiatives, for individuals and Co-operatives, are available on the Common Equity website under Tenant Policies .

# IPART REVIEWS

**T**he NSW Independent Pricing and Regulatory Tribunal undertakes various reviews from time to time at the request of the NSW Government. It is constituted to provide independent advice to government protect the interests of consumers, taxpayers and citizens of NSW.

There are several notable reviews currently under way at the Tribunal of including the Review of the Local Government Rating System (considering who should receive rates exemptions amongst other things) and also the Review of Social and Affordable Housing Rent Models (to consider incentives for workforce participation and social housing eligibility criteria amongst other things).

Common Equity will continue to advocate on behalf of the sector as appropriate.

You can follow the progress of all IPART reviews at [www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au)

# Food & Drink Quiz



# Something Fun

1. What TV chef is always having kitchen nightmares?
2. What two toppings would you commonly associate with Margherita Pizza?
3. What 2 spirits would you commonly associate with Margaritas Cocktails?
4. What flower does the vanilla pod come from?
5. In the UK what game bird cannot be shot and eaten before 'The glorious 12th' of August?
6. 'Love Apple' is an old name for which fruit?
7. UHT on a milk carton stands for what?
8. Which cocktail consists of Vodka, Tia Maria and Coke?
9. What are dried plums called?
10. What are Manzanilla, Petit Lucques and Nyons types of?
11. Who coined the phrase, 'The world is my oyster'?
12. In Crete, what common name is given to the drink 'Tsikoudia'?

1. Gordon Ramsey
2. Cheese and Tomato
3. Tequila and Cointreau (or Triple Sec)
4. Lily
5. Grouse
6. Tomato
7. Ultra Heat Treated
8. Black Russian
9. Prunes
10. Olive
11. Shakespeare
12. Raki

ANSWERS



# FEED YOUR FAMILY FOR UNDER \$20

**S**hopping for groceries each week can be expensive. The average cost for a family is \$200 a week, that's \$10,400 a year!! Here I share with you some tips on how you can feed your family for \$20.

We've all been there, that last minute dash to the shops to get a 'few essentials' on an empty stomach and without a shopping list in hand. The next thing you know your trolley is filled to the brim and you're maxing out your credit card!

It's not rocket science, the key is to make sure that you never shop whilst hungry and always go to the shops prepared with a list in hand. By shopping whilst hungry you may as well leave your frugal intentions in the car park because hunger makes everything look so appealing. By planning ahead not only will you stick to your budget (and diet) but also you'll be less likely to make those impulse purchases (such as that extra bar of chocolate). Some other ways of keeping the cost down is to have one or two days a week where you go meat free. Not only is this healthy but it's also kind on the wallet. By chopping your own veggies and not buying pre-chopped packets of veg you'll be saving a few \$'s. Chop some veggies and place into snack packs to take to work with you, this way you'll be less likely to buy that chocolate bar for the afternoon pick-me-up.

### COOK SMARTER

The slow cooker is your friend when trying to cut back on costs. Not only does everything in the slow cooker taste amazing but it also means you can buy cheaper cuts of meat and once cooked for a few hours on a slow heat they can taste just as juicy and tender as the more expensive cuts.

By buying a large beef roast or brisket and cooking it, you can then slice the meat and use for at least another 2-3 meals such as tacos, chilli, soups etc.

Never throw food away! Spice up day-old meals to make a brand new dish you're bound to save money. Turn last night's healthy dinner into today's lunch. Not only will this cost you less money, but it'll also save you time and keep you healthy.

### KEEP TRACK OF MEAL COST

To make sure that you're getting your dinner costs under \$20 for a family of four, you need to keep track of what you are spending. Make a note of what you buy or download a menu planner app that allows you to create meal plans, import recipes and keep track of what's in your pantry.

Don't be afraid of the frozen food aisle. For some reason, we typically associate frozen produce with less nutrition but this is simply untrue. Not only is frozen produce often less expensive than fresh, it's often flash frozen to retain more nutrients than fresh fruit or veggies would.

### BUY BULK & SALE ITEMS

Buying everything that is on sale isn't going to save you money if you do not require those items. However, by following

your grocery stores sales and buying items you do require will save you money. Especially if they have half price items that you regularly buy then why not pick up two of them for the price you'd normally pay for one.

Compare prices for your staple items, and don't be afraid of non branded products. Buy non branded items you can save money and get more bang for your buck..

Meat is a big-ticket item that can cost you \$20 for one night's dinner if you aren't careful. Looking at the price per Kg will also help save money, if the cost of meat or veggies is cheaper by the kg than the pre-packaged ones then buy a kilo and freeze the rest. Look for sales for bone-in leg quarters of chicken, they can go as low as \$0.90 per pound. Again this will help you save money in the long run.

### KEEP VERSATILE STAPLES STOCKED UP

A bag of rice is so cheap and so versatile! Try serving it with a bit of margarine and roasted chicken thighs. Whip up a simple peanut sauce and make a homemade Satay chicken recipe served over fluffy white rice. Or make a favourite fast and cheap dinner with fried rice!

Having Italian a couple of times a week makes you not feel like your eating on a budget. There are so many easy, affordable ways to make pasta. Top it with store bought spaghetti sauce, keep it simple and add a bit of melted margarine & salt & pepper to your noodles, or make an easy cream sauce with milk, margarine, and a little flour.

*Lucy Parseghian, EA*

UNDER \$6  
per portion!!



Eggs are inexpensive, full of nutrients, and totally versatile

# TOMATO AND BASIL OMELETTE

**W**hen on a budget, eggs are a great staple to keep in your fridge. Not only are they cheap but they're also very filling. Try this delicious recipe for tomato and basil omelette.

## INGREDIENTS

- 2 Sprigs of fresh Basil - \$2.98
- 3 Cherry Tomatoes - \$3
- 2 Large eggs - \$4.90
- Sea salt - \$2.05
- Freshly ground black pepper - \$1.82
- Olive oil - \$3

**TOTAL - \$17.75** and you'll have eggs and tomatoes left over to use towards another meal.

## METHOD

1. Pick the leaves off the basil and roughly tear them.
2. Cut the cherry tomatoes in half
3. Crack the eggs into a mixing bowl.
4. Add a pinch of salt and pepper.
5. Beat with a fork until combined
6. Place on non-stick pan on a low heat to warm, meanwhile...
7. Add 1/2 tablespoon of olive oil to pan and turn heat up.
8. Add tomatoes and fry for 1 minute
9. Turn heat to low and sprinkle the basil leaves in
10. Carefully add the eggs and tilt the pan to spread them out evenly
11. Using a fork, swirl the eggs around the pan a little
12. When the omelette begins to cook but is still a little raw on top, use a spatula to ease around the edges of the omelette, then fold it in half. When it turns golden brown underneath, remove from the pan onto a plate and serve with sprigs of fresh basil.

# USEFUL LINKS & CONTACTS

## HOUSING NSW

**Phone: 1300 468 746**

**[www.housing.nsw.gov.au](http://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](mailto:registrar@housing.nsw.gov.au)**

**[www.rch.nsw.gov.au](http://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](http://www.ncat.nsw.gov.au)**

**Phone: 1300 006 228**

## TENANT UNION ADVOCACY SERVICES

**[www.tenants.org.au](http://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](http://www.communityhousing.org.au)**

**Phone: 02 9281 7144**

**Fax: 02 9281 7603**

**Email: [nswfha@communityhousing.org.au](mailto: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](http://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](mailto:info@ncoss.org.au)**

**[www.ncoss.org.au](http://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](mailto:hac@dhs.nsw.gov.au)**

**[www.hac.nsw.gov.au](http://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](mailto:enquiries@commonequity.com.au) Web: [www.commonequity.com.au](http://www.commonequity.com.au)