



COMMON
EQUITY HOUSING
South Australia

Member Newsletter

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Neighbour Day – 25th March 2018



Neighbour Day is Australia's annual celebration of community held on the last Sunday in March every year. Its aim is to encourage closer, friendlier relationships between neighbours and to strengthen communities. Website: www.neighbourday.org/

CEO's update

It's a little late for Happy New Year but we do hope 2018 is a positive year for you and your Housing Co-op and we hope that Common Equity Housing SA continues to support and enable Housing Co-ops to flourish in South Australia.

Here's a snapshot of our current priorities:

- **Growth** - We are continuing to focus on growth and we are talking to a number of housing co-ops about their future options.
- **Paris Flat** - The CEHSA Board and Paris Flat members have approved Paris Flat joining as a member organisation, so we just have the final steps with Renewal SA to make it official.
- **Tenancy management** – we will be working with the Member Organisation Tenancy Officers (MOTOs) to streamline incoming/outgoing tenants process.
- **Asset management** – now the property inspections are complete we are developing new forecast maintenance plans for all member organisations for 2018-19.
- **Auditor** – we are currently going through a review and selection process for the further CEHSA

auditor with a recommendation going to the CEHSA Board in April 2018.

- **National Housing Co-op Network** – are currently exploring new co-op models with a workshop scheduled for March to formalise.
- **Solar/batteries** – CEHSA expressed our enthusiastic interest in participating in the 50,000 solar and batteries package promoted by the current government. We will wait and see the outcome of the election on March 17 to determine our next move on behalf of members.

Members' Forum – February 2018

The first Members' Forum for 2018 took place on Wednesday February 21 at the Thebarton Community Centre with three members presenting on the night.

Claire MacKenzie, Phoenix Co-op & CEHSA Board member – outlined the improvements to the Compliments & Complaints Policy, Procedure and Workflow – see article on page 3.

Scott Sharrad, PERCH Chair –

It came from outer space!



Scott spoke about the benefits of Co-op email addresses and how Microsoft Office 365 can enhance your Co-op's communication and document storage. Scott is available to help any Member Housing Co-op set this up or provide further information.

Lynn Misiuna, Slovanic Life Housing Co-op Chair -



Lynn spoke about possible training opportunities for members she is willing to help facilitate with member organisations. Topics include:

- How can we encourage fuller participation from all members?
- How can we overcome conflict with members?
- How to run effective meetings etc.

There have been many changes to Co-ops over the years, however, Lynn pointed out that people remain the same. Feedback on your Co-op's needs will enable Lynn to tailor training for your individual Co-op. Please complete the [Training Feedback Form](#) and return to Melissa on melissa@cehsa.com.au by **Friday March 30, 2018**.

We also had the pleasure of welcoming three members from Paris Flat Co-op – Irene Leighton, Jacqui Thomas and Kasey Groothedde, who all contributed to our discussions, which was positively received by members. At 92 years of age Irene was a breath of fresh air and you can read her story on **page 5**.

SA Civil & Administrative Tribunal



The South Australian Civil and Administrative Tribunal (SACAT) is a state tribunal that helps people in South

Australia to resolve issues within specific areas of law, either through agreement at a conference, conciliation or mediation, or through a decision of the Tribunal at hearing. SACAT also conducts reviews of Government decisions.

SACAT provides a wealth of information on their website including latest-news and changes. To sign-up just click or use the website link below:

<http://sacat.sa.gov.au/information/latest-news>

Tenants Information and Advisory Service (TIAS)



The Tenants Information and Advisory Service (TIAS) is a state-wide service which provides free and independent information, advice and advocacy to help people on low incomes to sustain their tenancies in private rental, community housing and public housing. TIAS are now available at SACAT every Monday and Thursday to offer advice and assistance to people attending hearings. TIAS can provide:

- Education, information and advice on tenant rights and responsibilities
- Representation at and assistance with SACAT hearings
- Assistance to access internal avenues of appeal with relevant housing providers
- Referrals to and information on financial counselling and other services

For a list of Frequently Asked Questions regarding how TIAS can assist tenants click [here](#)

New Compliments and Complaints Policy, Procedure & Forms

CEHSA is committed to ensuring opportunities for individuals and member organisations to provide feedback on all aspects of its services in various ways, which could be in the form of a compliment, a complaint, a comment, or a suggestion.

The plan to review the complaints process was mentioned in our July 2017 Winter edition of our Newsletter and is now complete. The newly revised Compliments and Complaints Management Policy, Procedures, and forms aim to clarify and simplify our feedback and complaints handling management and are available through our website.

Concessions



The Government of South Australia recently negotiated a reduced rate for concession holders in South Australian with Origin. Further information regarding this offer has been posted to all concession holders, with further information available here - www.originenergy.com.au/originvaluesa.

Households that have signed up to the energy discount offer with Origin are still able to participate in the virtual power plant program. Those customers are already receiving discounted electricity, and we anticipate further reductions under this new arrangement.

Parents supporting sport



This is a free program, commencing 16 March 2018. It has been designed in collaboration with the Salisbury United Football Club to understand how to actively support your child in sport but also has applicability in other aspects of life such as workplace, volunteering and study.

For more information and enrolment details, call Tania at the Salisbury United Football Club or contact Teena on 8406 8484, E: morellafoundationsskills@gmail.com

A Pathway to Children's Services



This is a free program, commencing 7 March 2018, at Morella Community Centre, Parafield Gardens.

This accredited training program introduces participants to the Children's Services industry. While giving you the knowledge and key components to develop pathways to volunteer, work or study with children, it aims to improve your self-esteem and self-confidence in a very welcome community learning environment.

For more information or enrolments contact Teena on 8406 8484, Email: morellafoundationsskills@gmail.com or Facebook: Morella Community Centre

Community Housing Council of SA



"The Community Housing Council of South Australia (CHCSA) is the Peak Industry Body which represents community housing organisations in South Australia. CHCSA has a regular fortnightly E-Bulletin newsletter which is available on their website <http://chcsa.org.au/> As a member CEHSA will share any relevant articles with our member organisations either via email or within this newsletter.

Meet Irene, Paris Flat's 92 year old enthusiastic member!



Irene Leighton was a founding member of the Hindmarsh Housing Co-operative, which started in

1983 with six cottages. She went on to become Councillor and represent the residents when the government proposed to build a freeway through Hindmarsh and Bowden and demolish people's homes. Due to the local resident opposition the freeway did not go ahead. Irene's activism didn't stop there - another proposal by government was to build a Remand Centre in Hindmarsh and Irene was involved in the protest against this. She and others started a tent city in the middle of Port Road and she regularly took her caravan down onto the site at night to put off demolition workers!

Hindmarsh Housing Co-operative was broken up more recently into three co-ops, which included Paris Flat.

Irene is featured in the book "Cardinal Points: Mapping Adelaide's Diversity – People, Places, Points of View".

Irene commented that "*People became my hobby.*"

Welcome Irene and we look forward to hearing Irene's anecdotes and insights of co-op housing living over the last 35 years at future Member Forums.

Notification of 2018 National Social Housing Survey to Tenants

The [Australian Institute of Health and Welfare](#) carry out a [National Social Housing Survey](#) once every two years with a random sample of public, Aboriginal and community housing tenants. Tenants are asked:

- How satisfied they are with housing and housing related services
- Their housing history
- Their need and ability to access services
- Data about their household.

The information's used for national reporting purposes and helps us develop strategies to improve service delivery.

The 2018 survey will be conducted by [Loneragan Research](#) from February to June 2018.

For the first time, South Australia is participating in the pilot testing that precedes the actual NSHS survey. The process is the same but on a smaller sample aiming to test the effectiveness of the survey. Tenants who are selected to participate in either the pilot testing or the actual survey will **initially receive a letter from Michael Buchan encouraging them to respond**. These letters for the pilot testing phase have already been sent by the contractor (Loneragan Research) and again at the end of March. Survey packs are posted approximately one week after the letter.

For any other queries please contact Yvette.stuyt@sa.gov.au

'Weird, unusual or simply ordinary' – we'd love to hear from you!



If you would like to submit an interesting article or photo or have something to sell or give away or have an idea you'd like to share, please send Melissa an email melissa@cehsa.com.au or phone 8354 2790 and we will aim to publish it in our next edition!