

## CTIP Nominations Compass Tenant Involvement Panel

The Compass Tenant Involvement Panel (CTIP) is seeking expressions of interest from Compass tenants to join one of its involvement teams. Each team focuses on a specific area of interest to all tenants.

There is no cost to join and your ideas and feedback will be passed on to the Executive Managers, the Group Managing Director & the Compass Board of Directors. Most meetings will be held in your local branch or via video conference or teleconference.

To receive a CTIP Membership Application Form contact a Tenant Engagement Officer at your local Compass branch office.



### Get Started Vouchers - FOR QLD TENANTS



The Get Started Vouchers program is a Queensland Government initiative to assist children and young people in joining a sport or active recreation club. Eligible children and young people can apply for a voucher valued up to \$150 which can be redeemed at a participating sport or recreation club.

Eligible applicants are Queensland children aged from 5 to 17 (inclusive) who either hold or whose parent, carer or guardian hold a valid Centrelink Health Care Card or Pensioner Concession Card with the child's name on it OR are identified by a registered referral agent.

For more information or to apply for a voucher, visit [www.qld.gov.au/recreation/sports/funding/getinthegame/](http://www.qld.gov.au/recreation/sports/funding/getinthegame/)

### Appliance Replacement - FOR NSW TENANTS



The Office of Environment and Heritage are offering discounts on new energy efficient fridges and TVs so you can replace your old inefficient models. New appliances can cut your energy bills, improve your household and family living costs and help protect our environment.

They are offering 40% off the cost of a fridge and 50% off the cost of a TV.

To receive this offer you must be a NSW resident and hold a Pensioner Concession Card, Health Care Card or Low Income Health Care Card from Centrelink or Veterans' Affairs Gold Card.

You must own a fridge that is at least 6 years old and want to replace it, or own a plasma or cathode ray tube television and want to replace it.

To apply go to <https://appliance.environment.nsw.gov.au/Suitability>

### SmartSafe Technology [www.smartsafe.org.au](http://www.smartsafe.org.au)



Technology can be an important way to connect with our family, friends and community.

Women have a right to use technology freely and safe from abuse.

Unfortunately these technologies are also targeted as a tool of abuse by perpetrators seeking to stalk and abuse women. Technology-facilitated abuse is a growing issue in Australia.

This [www.smartsafe.org.au](http://www.smartsafe.org.au) website was developed by the Domestic Violence Resource Centre Victoria as part of a suite of tools and responses to technology-facilitated abuse in Australia.

It aims to support education and awareness around the positive use of technology for those experiencing violence.

*You're invited...*

## Compass Tenant Christmas Picnics

**Combined Hunter Tenant Christmas Picnic**  
Richardson Park, Broadmeadow  
Saturday 2nd December 2017 11am – 2pm  
Dodgems, show rides, biggest ever!

**Queensland Tenant Christmas Picnic**  
Sunday 10th December 10am- 2pm  
Rocklea Showgrounds Goburra Street, Rocklea  
Family and friends welcome - Free parking!

**Dubbo Tenant Christmas Picnic**  
Elston Park- Cnr Gipps & Cobra Streets, Dubbo  
Thursday 14th December 2017 1pm- 4pm  
Open to the general public too!

**Central Coast Tenant Christmas Picnic**  
Terilbah Reserve, The Entrance North  
Saturday 16th December 2017 10am- 2pm  
Open to the general public too!

**Broken Hill Tenant Christmas Picnic**  
Broken Hill Aquatic Centre  
Monday 18th December 2017 11am- 2:30pm  
Bring your swimmers!

**Upper Hunter Tenant Christmas Picnic**  
Wollombi Road Footy Fields, Muswellbrook  
Friday 22nd December 2017 10:30am- 3pm  
Bring your swimmers!

**All under 18's must be accompanied by an adult.  
Please RSVP to 1300 333 733**

## A message from Lisa

**Lisa Tierney is the Group Chief Operating Officer, Compass Operations**

**I am pleased to share with you all that the Compass National Tenant Satisfaction result for 2017 is 93%! This result would not be possible without your valued feedback, thank you.** As always, if you have any issues regarding your tenancy you should contact the call centre on 1300 333 733 and our friendly team can help you.

Compass is pleased to announce that we have some new clients who are residing in our group homes, if you are one of these clients, the call centre is also here to help you with your tenancy- please press 5 to speak with one of our group homes team members.

It is exciting times for Compass Housing, we recently were awarded the Australian Housing Institute's NSW Award for Excellence in Social Housing. This award was in recognition of our two Community Hubs and teams' work.

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## Grow a Star Spotlight on Kaitlyn

Kaitlyn is a bubbly outgoing 13 year old whose tough start in life hasn't prevented her from aiming for the stars.

Following a family breakdown due to domestic violence, Kaitlyn's mum spent a number of years moving her two young children around between domestic violence refuges. After a stressful period on the brink of homelessness, the family eventually obtained a permanent home through Compass Housing.

Three years ago Kaitlyn was identified by her school drama teacher as a strong candidate for the Australian Girls' Choir. After a promising start, Kaitlyn was forced to drop out as the costs involved were beyond the reach of the already stretched family budget.

Thanks to the Compass Grow a Star program, Kaitlyn has reconnected with the Australian Girls' Choir and has since been able to travel to the USA and represent Australia and sing with some of the best young talent in our country. Kaitlyn will perform at some of the biggest venues in the states and also have the opportunity to perform for some high profile television personalities such as Jimmy Fallon.

Grow a Star is an innovative youth mentoring and scholarship program that helps young people from disadvantaged backgrounds overcome the financial or generational obstacles that are preventing them following their dreams.

Since its launch in 2012, the program has assisted hundreds of young people to pursue their academic, sporting or artistic goals. In 2015-16, the program took two major steps forward. Do you know a young person who could benefit from a little help through Grow a Star? If so, please contact the Grow a Star Coordinator Shane Marshall on 1300 333 733 or at shanem@compasshousing.org



## Compass Property Improvements

### Social Housing Community Improvement Fund (SHCIF)

Tenant driven ideas have become a reality thanks to the NSW Government's Social Housing Community Improvement Fund (SHCIF) which has transformed some of the common areas in Compass Housing complexes in NSW.

Compass received funding in both Rounds 1 and 2 of the SHCIF - a substantial investment into social and community housing properties that promote wellbeing and pride of place.

IN BREAKING NEWS, Compass has just been notified that more complexes will receive improvements to common areas under Round 3 of the SHCIF.

The Upper Hunter branch will receive \$70,000 for three grants that will impact over 60 tenancies. The Hunter was also successful in applying for three grants totalling

\$124,000 and the Broken Hill branch was successful in applying for grant totalling \$50,000.

Congratulations to our tenancy engagement team for making these tenant visions come to life.

Improvements include;

- Safety and security upgrades
- Socially inclusive common areas
- Industrial BBQs
- Beautification of communal gardens
- State of the art CCTV
- Drought proofing



## Tenants for Vanuatu

In 2015, the largest storm to ever hit the Pacific Ocean, directly hit on the South Pacific island nation of Vanuatu, killing no less than a dozen people including a young mother and her child as they looked for shelter. Compass tenants and staff have been raising funds through T4V to rebuild important community buildings and support ongoing initiatives in Vanuatu.

Through the proceeds of Compass tenant-lead fundraising initiatives, in-kind donations and in partnership with commercial and volunteer groups, work is now well underway in rebuilding two important community hubs in Port Vila and Louniel (Tanna Is). The hubs will provide a space for NGOs and aid organisations to facilitate programs including education, training, women's groups and health seminars. The Category 5 rated hubs will offer shelter during cyclonic weather and will play an important role in the aftermath of natural disasters in the distribution of aid and dissemination of information.

The Louniel community hub, known as the New Generation Community Centre & Cyclone Refuge, is very close to completion. A solar panel provides enough power for lighting and the 15 amp input will allow a generator to power during storm recovery operations. The hub also has a flushing toilet and septic tank – the first of their kind in Louniel!



If you would like to support the T4V projects, please go to <https://www.gofundme.com/tenantsforvanuatu>

### Award Winning Compass

Compass' ongoing support of tenants, the community and staff has once again been recognised at this year's Australian Business Awards, taking out top honours in three categories of the prestigious prize.

Compass has won the 2017 Employer of Choice, Business Innovation AND Community Contribution Awards! Compass has received the Community Contribution Award in recognition of the work that has been achieved through the NSW Government's Social Housing Community Improvement Fund (SHCIF).

Compass has spent over \$1 million in creating safe recreational spaces such as picnic areas and community gardens that will not only benefit Compass tenants but also the broader community.



## Mobile Clinic

Thanks to a partnership with Micah Projects, Brisbane City Council, Mater Hospital and Compass, tenants in three Compass Housing complexes now have access to the latest technology and healthcare advice.

Tenants receive lunch, housing and tenancy support, and access to mental health and general health check ups.

It's a clinic on wheels, great job to all involved!

