

# Tenant Newsletter

AUGUST 2018 EDITION



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**PHOTO GALLERY: Tenant Forums in NSW and QLD**

**WELCOME NEW TENANTS**

# A Word from Lisa

Can you believe we are now in the second half of the year.? The first six months have been eventful at Compass and it doesn't look like things are about to wind down any time soon.

It was lovely to get out to the tenant forums and meet with some of you. The inaugural Brisbane tenant forum was a success and will be back next year. Our Tenant Engagement Officers are now busily working on the tenant Christmas parties. Stay tuned for information.

In the last newsletter I noted Compass is a registered Specialist Disability Accommodation (SDA) provider in QLD and NSW, I can now add Compass holds registration in all states of Australia excluding WA. Compass recently acquired the housing management of properties and its residents in Albion Park (CRAM foundation) and Belmont (Summer Housing). A reminder for the residents to press 5 for your tenancy related matters.

In other news, Compass welcomes new tenants in Sydney and surrounding areas. Our dedicated Sydney team, based in our Leumeah office, are available to assist with tenancy matters on 1300 333 733.

Compass has again been awarded with funding from the government Social Housing Community Improvement Fund (SHCIF) and will be carrying out more upgrades to common areas and improving the liveability standards for tenants at some of our complexes.

Compass will be moving away from PostCard Billpay in the future and are working towards a better way of paying rent. More information to come.

**Lisa Tierney**

**Group Chief Operating Officer, Compass Operations**

# Social Housing Management Transfer Update

For those of you who may not already be aware, Compass is the successful Community Housing Provider for the Social Housing Management Transfer Package 2. What this means is that Compass will be managing all of the properties that FACS were managing with the exception of properties owned by the Aboriginal Housing Office in the LGAs of Singleton, Cessnock, Dungog, Forster/Tuncurry and Taree from June 2019.

We are excited about this new journey and are currently working towards establishing strong working relationships with local support services so as we can assist with pathways to meet our tenants' needs and wants. As part of this process we will be adding more staff to our Compass team who will also be looking forward to meeting with you.

Compass will be keeping you informed of our progress throughout the transition and look forward to meeting all of the new tenants that will become a part of our Compass group in June 2019.

# Shout Out

Shout Out was pleased to be able to present Joe Williams at each of the NSW Tenant Forums.

Joe, an ex-NRL football player and professional boxer, spoke openly about his experiences and we can all learn from his message on the importance of regular exercise and remembering 'gratefulness, humility and compassion' Joe also reminded participants to not 'wait for people to reach out, reach in!' and to connect with each other. To learn more, go to [joewilliams.com.au](http://joewilliams.com.au)

COMPASS HOUSING SERVICES IS DELIVERING THE SHOUT OUT PROGRAM TO RAISE AWARENESS OF MENTAL HEALTH AND SUICIDE PREVENTION AMONGST OUR TENANT POPULATION.

# Appeals and Feedback

Did you know that if you are unhappy about a decision by Compass, you have the right to request an internal review of the decision? The first step is to download the Internal Review Request Form which is available on our website [compasshousing.org](http://compasshousing.org) or by contacting your branch office.

Compass has a committee to review the decision. You can request an interview, and you can bring a friend or advocate for help or support. The committee will consider all of the information before them and provide you with their decision. If you are still dissatisfied, you can progress the matter through independent services.

In NSW, more information on the FACS Housing Appeals Committee can be found at [hac.nsw.gov.au](http://hac.nsw.gov.au)

Links to information for other areas is on our website at [compasshousing.org](http://compasshousing.org)

Of course we are also very happy to receive any feedback and good news stories through the Contact Us section on the website too.

# Everybody's Home

Compass has played a leading role in establishing the national Everybody's Home Campaign to address the housing crisis.



The Campaign emerged from Compass' role in writing the Towards a National Housing Strategy document with many of its key findings becoming central points in the campaign.

The campaign focuses on five requests of the Commonwealth government:

1. Develop a National Housing Strategy to meet Australia's identified shortfall of 500,000 social and affordable rental homes.
2. Prioritise first home-buyers over property speculators by resetting the tax system.
3. Provide nationally consistent protection for renters through legislative protections against evictions, rent rises, discrimination and landlords who refuse to maintain properties.
4. Provide immediate relief to people in housing stress by increasing rent assistance.
5. Commit to ending homelessness by 2030 by taking action to prevent homelessness and delivering rapid access to the housing and support people if they do lose their own home.

The intention of the campaign is to ensure that all political parties support resolving the housing crisis as they enter the next national election.

You can support the Campaign by visiting the website and becoming a supporter and by encouraging family and friends to do the same. The Campaign is fully explained there with useful infographics and video presentations.

The Campaign's success will depend on the public support it is able to present to the political parties.

[everybodyshome.com.au](http://everybodyshome.com.au)

## At the Hubs

### The Meeting Place

NORTHUMBERLAND WAY, TUMBI UMBI

Community Lunches, Second Bite bakery items & vegies, Coffee Group, Shack Shop Food Bank and Op Shop

[www.facebook.com/TheMeetingPlaceCompassHousing](http://www.facebook.com/TheMeetingPlaceCompassHousing)

### Happening regularly at the 123 Hub

CREEDON STREET, BROKEN HILL

Outreach, Warra Warra and Mission Australia kids craft CentaCare Families cooking and painting, Deadly Liver Mob free health screening and Strive to Drive [www.facebook.com/123Creedonsthub](http://www.facebook.com/123Creedonsthub)

## Living Sustainably

No matter how ambitious we are in our transition away from coal, oil and gas towards renewable energy, there's no way we can limit climate change to safe levels unless we curb our consumption of red meat, and in particular, beef, to healthy levels.



Some alarming facts!!!

- 50% of Australia's Greenhouse Gas emissions come from livestock agriculture.
- Eating a beef burger takes up the same water footprint as a month of showers.
- Methane is 86 times more powerful than carbon at warming the climate

Do you want to know how many planet Earths you are using?

You can calculate your Ecological Footprint and personal Overshoot Day at [www.footprintcalculator.org](http://www.footprintcalculator.org)

## Vegepods

In February this year, Vegepod Australia teamed up with tenants at the Logan Road complex in Brisbane to build a couple of Vegepods.

Fast forward and the crops are growing really well, so much so, the tenants have had to replant some of the larger crops out, as they were a little too tall for the pods.

The tenants are still working together to maintain the pods and, after recent successful harvest, everyone in the complex was invited to access the fresh produce.



## CTIP Update



The Compass Tenant Involvement Panel (CTIP) members are committed to playing a part in maximising Tenant Satisfaction and CTIP reports to the Group Chief Managing Director, the Chief Operations Manager and the Compass Board of Directors.

If you have any comments or suggestions for improvement, CTIP Branch Representatives can be contacted by writing to: Compass Tenant Involvement Panel Secretary P.O Box 967 Hamilton N.S.W 2303 or by email [marko@compasshousing.org](mailto:marko@compasshousing.org)

# Tenant Forums

I would like to thank the Central Coast tenants who attended this year's forum, a great turn out!

Your feedback and thoughts in relation to key issues happening within our communities will shape and develop our service delivery in the years to come. Thanks for a great day!

CHRIS TRYPAS

EXECUTIVE MANAGER CENTRAL COAST & SYDNEY COMPASS OPERATIONS

The inaugural Brisbane Tenant Forum was very well attended with nearly one hundred tenants and support service representatives coming together to enjoy lunch, games and prizes.

Many tenants commented that they cannot wait for next year's forum. The information on offer at the forum was invaluable and it was rewarding to see tenants actively engaged with one another.

THE BRISBANE TEAM

The Upper Hunter, Dubbo and Broken Hill Tenant Forums were held in May and June and were a great success. My thanks to the hundreds of tenants who attended the forums and shared ideas on how Compass can best support you and your communities, now and into the future.

The information "grab" session at the Upper Hunter forum was particularly useful and something that we will definitely do again.

I would also like to thank the many support service representatives who came to the forums to provide information on the welfare, utilities, legal and health services that are available in our communities.

The inspirational Joe Williams attended all three tenant forums courtesy of the Shout Out program and spoke openly of his battle with brain injury, bipolar, his suicide attempt and ongoing suicidal thoughts.

Remember, if you are thinking about suicide or experiencing a personal crisis, 24/7 help is available through Lifeline on 13 11 14.

EMMA O'HARA

EXECUTIVE MANAGER WESTERN COMPASS OPERATIONS

The East Maitland and Newcastle Tenant Forums were held on the 16th and 31st of May respectively.

The forums attracted over 20 support services and hundreds of tenants. The support services provided a great opportunity for tenants to link in and see what is on offer in our local community. Guest speaker Joe Williams was a highlight of the day as was the lunch, entertainment and activities on offer.

A huge thank you to all our tenants who were able to attend. We hope you are able to spread the word and encourage your neighbours to join us next year!

KIRSTEN ADAM

EXECUTIVE MANAGER HUNTER COMPASS OPERATIONS



# Vinnies Sleepout

Would you like to join the East Maitland Team for the Vinnies Community Sleepout 30 August 2018?

Enjoy a tour of Maitland Gaol, sleep in the gaoland raise funds for people experiencing homelessness in our area.

Call Mel on 1300 333 733 to join.