For your diary | Compass Tenant Lunches
A Word from Lisa

It’s that time of year again when Compass Housing Services (Compass) invites you all to join us for a big get-together lunch. I hope you can make it, check this newsletter for dates and venues.

All year round, our Compass hubs continue to offer excellent services and fun events to their surrounding communities. Make sure you check our social media for these and other events coming up soon.

Our services are growing and we are very excited to be opening new offices, hiring staff and getting ready for the 2,500 tenants transferring to Compass in June. Our new Taree branch is up and running and work has commenced in our new Housing Access branch in Cessnock and this will also open soon.

This year we commence building 550 brand new properties under the Social and Affordable Housing Fund (SAHF). This program will deliver dwellings in the Hunter and Central Coast regions over the next two years. I look forward to getting out to some of the tenant lunches, see you there!

Lisa Tierney | Group Chief Operating Officer, Compass Operations

Welcome SHMT Tenants

Firstly I would like to say how excited we are to have FACS tenants from the Cessnock, Singleton, Taree and Forster and surrounding areas, transition to Compass as part of the Social Housing Management Transfer (SHMT). I would like to thank all of the FACS tenants and household occupants who have already completed and returned all of the tenancy paperwork. If you haven’t already done this, have misplaced your forms or would just like some assistance in completing them, please don’t hesitate to contact us on 1300 333 733 and our friendly staff will be more than happy to assist you in finalising this process.

The importance of completing and returning these forms is crucial to ensuring you receive your Centrelink Commonwealth Rent Assistance on time if you are eligible.

Compass has spent the past 3 months conducting Drop-In-Sessions and home visits across several locations to assist tenants in completing their paperwork which has provided a good opportunity for tenants to ask questions and get to know our staff.

We have also been busy recruiting and training staff to ensure our new tenants enjoy a smooth transition to Compass on 3 June 2019.

Should you have any further enquiries, please don’t hesitate to contact us on 1300 333 733. We are looking forward to you becoming a part of our Compass community.

Sam Gorman | Project Management, Social Housing Management Transfer, Compass Operations
CTIP Update

Hello to all our fellow tenants, we are your Compass Tenant Involvement Panel (CTIP) and we have been appointed by the Compass Board to give you added opportunities to provide feedback and ideas on the award-winning range of services provided by Compass staff in your area.

We are the first to acknowledge that the record level of tenant satisfaction based on the surveys you completed a few months ago means that things are pretty good out there, in fact exceptionally good. As tenants ourselves we consider ourselves very fortunate to be part of the Compass community.

At the upcoming tenant lunches, your CTIP representative will be introduced to you by Branch staff during the lunch and presentations so please take a few minutes to have a chat to us about how the CTIP can help you, and who knows, you just might suggest something that will change the lives of all of us.

All feedback will be submitted to the Compass Board. The CTIP meets bi-monthly and all our meeting agendas and consequent outcomes are underpinned by combining two aspects of the Compass Mission Statement, that we strive to Empower People to live in Connected Communities.

Mark O’Dwyer on behalf of the Compass Tenant Involvement Panel

Specialist Disability Accommodation

Compass is excited to tell you about a range of new Specialist Disability Accommodation (SDA) properties, in various locations throughout the Hunter and other areas in New South Wales, for which applications are now open.

These purpose-built houses will allow residents with either high physical support and/or robust needs to live in a safe and secure home with individual support provided by one of our associated Supported Independent Living Providers.

If you would like to learn more about this opportunity and/or Compass and how we can support you, please contact the SDA team directly via grouphomes@compasshousing.org or call 1300 333 733 and press 5.

For more information on current vacancies, please visit
Compass Tenant Lunches

Some of our branches will be hosting tenant lunches in May, June and July. Please come along if you can. You will hear the latest Compass news and enjoy a FREE fully catered lunch plus a range of activities and entertainment.

**DUBBO**
Wed 10 July 2019 11am - 2pm
Dubbo Regional Theatre and Convention Centre
155 Darling Street, Dubbo

**CENTRAL COAST**
Friday 21 June 2019 11am - 2pm
Mingara Recreation Club
Mingara Drive, Tumbi Umbi

**NEWCASTLE**
Friday 24 May 2019 10am - 2:30pm
Club Charlestown
5 Lincoln Street, Charlestown

**BROKEN HILL**
Wed 22 May 2019 11am - 2pm
Broken Hill Musician’s Club
267 Crystal Street, Broken Hill

Would you like to find out more about how to connect with someone who may be struggling? Shout Out runs workshops across NSW. You can find out more, or request a workshop, by emailing shoutout@compasshousing.org

You can also follow us on Facebook for more information on what to say, where to find help and other hints and tips.

Throughout May and June we will be launching our new videos, we hope you find them useful!

While you’re there, follow Bob’s wellbeing journey and tell us about what improves your wellbeing.

Compass has been funded by the New South Wales Department of Health to deliver Shout Out, a program designed to raise awareness of mental health issues. Through Shout Out, Compass is providing training to Compass tenants to help them identify people in their family and community who may be unwell or at risk of suicide.

RSVPs for all lunches to 1300 333 733 please
Grow a Star

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

In households where finances are tight, young people often miss out on the sort of extra-curricular activities that play an important role in connecting people to their communities. Grow a Star encourages generational change by empowering young people from disadvantaged backgrounds to follow their academic, sporting or artistic dreams. One of our newest recipients is Bonnie.

Bonnie is 12 years of age, lives with her mother, younger brother and sister and loves to play netball. She is a very active young girl and netball is her true passion. Bonnie loves to be part of a team and playing with her friends.

In April 2018 this all came crashing down when she was diagnosed with Hodgkin’s Lymphoma.

Bonnie was on holidays with her family playing on the beach when they noticed she had a lump on her neck, they thought she had been stung by something at first. A biopsy of her lymph nodes found that Bonnie had Stage Two Hodgkin’s Lymphoma. Her doctors immediately removed a lymph node which was the size of a tennis ball and took a chest x-ray as a precaution. Unfortunately, the x-ray revealed a huge cancerous mass in Bonnie’s chest.

Bonnie didn’t take this lying down, she immediately went on to Google and studied her illness, she wanted to know how to beat this so she could get back to playing netball.

Bonnie underwent three rounds of chemotherapy and presently is in remission. She will require regular check up over the next 3 years and if the cancer does not come back with this time, Bonnie stands a great chance of living a healthy life.

Bonnie is a good student, loves school and her sport of netball, and when she was told of the cancer her biggest disappointment was that she had to stop playing netball whilst she underwent her chemotherapy treatment.

The good news is Bonnie is now back playing netball with her friends and now, with a bit of help from the Grow a Star program, has the opportunity to attend the State Aged Championships in Sydney representing Kurri Kurri Netball Association in June.

In addition to the principal Grow a Star funding, Compass has partnered with the Newcastle Permanent Charitable Foundation Youth Scholarship Program and Beyond Bank to provide further assistance to young people striving for their dreams in sport or education.

Do you know a star who could do with a bit of help?

More information is available on the Compass website at www.compasshousing.org/community-programs/grow-star
Tenant Story - Jack Carter

John (Jack) Carter OAM is a legend in Sydney’s Northern beach side suburb of Palm Beach. Even now when the 88-year-old visits it takes him hours to get down the street or through the shops. The local beach pool is named after him and he has an Order of Australia medal for his services to the community.

That’s because Jack has taught more than 10,000 local kids and adults to swim.

Born and raised in Bondi, Jack has always had a love for the water. A junior lifesaver, he came second in the Australian surf life-saving championships as a 16-year-old.

It is no surprise that Jack’s first job was as a Beach Inspector at Palm Beach. At 17, he had to lie about his age to get the job. Jack continued in that role for 25 years. One day, not long into the job, a family approached Jack and asked him if he could teach them to swim. Jack enjoyed the experience and knew then that he wanted to be a swim coach.

His rapport with kids and his results meant he was in demand. In his 40s, he became a full-time swim coach. Jack made swimming fun. He had fun nick names for the kids but then took to calling each boy Jimmy and each girl Maggie so he didn’t get names wrong.

The list of well-known Australians that Jack has taught to swim is lengthy. The kids of Kerry and Ros Packer, John Laws, Film Director Peter Weir and cricket legend Richie Benaud can all swim thanks to Jack.

Jack never asked for much in return for his expert tuition. In his 60s, with his daughter living in the NSW Hunter region, he went onto the social housing waiting list to be nearer to her. After a 10 year wait he was connected with Compass and eight years ago he moved into a new townhouse in the beachside suburb of Swansea in Lake Macquarie.

More than 70 years after he gave his first swim lesson, Jack is hanging up his hat, or rather, his swimmers. His daughter Robey continues to run January swimming lessons at Palm Beach to keep her dad’s legacy going. Jack travels down and stays at the surf club where he is a life member but, after several heart attacks and a stroke while undergoing surgery, he has slowed down. He still gets in the water sometimes but leaves the teaching to Robey now.

Unlike on Sydney’s Northern Beaches, Jack enjoys relative anonymity in his Compass home in the Hunter. He’s able to take a swim without people wanting to chat at nearby Blacksmiths Beach. He says he feels very lucky to have gotten a new home close to his daughter.

“I’ve got really good neighbours and it is quiet,” Jack says. “The staff at Compass are really good people; they do everything right. It certainly beats a nursing home.”

He has one disappointment in his 88 years which he hopes will soon be rectified. In 1957 he was recommended for the George Medal. In big seas off Whale Beach Jack went out to rescue two young men. Without the equipment that modern day life-savers enjoy, Jack spent more than two hours bringing the men in during lulls in the big sets of waves. No other life guard could get out to help him. The then president of Surf Life Saving Australia, whom Jack admits he didn’t always see eye to eye with, overturned the recommendation arguing Jack was just doing his job. Palm Beach Surf Club members and a number of other people are lobbying to have that decision overturned and see Jack honoured for his bravery.

For Jack it would complete his full and rewarding Aussie life spent by the beach.
Living Sustainably

Gardens and Sustainability at Home
Over the past few months the Compass’ Sustainability Manager has been out and about with Vegepod working with tenants to build the pest resistant, water efficient and accessible gardens in a number of our complexes across NSW and QLD. This is an opportunity for tenants to get involved, learn about the gardens and how to manage them as a team and to reap the rewards at harvest time. These gardening days have also included a sustainability information and engagement program where tenants can learn about energy and water efficiency around the home and how to best manage waste. Everyone involved has enjoyed this program and we look forward to delivering more community gardens in the future.

Plastic Pollution
Compass has signed up to the local Plastics Police initiative to redirect soft plastic from landfill. Each year over 8 million tonnes of plastic are dumped in our oceans, the Sydney Harbour Bridge weighs only 52 thousand tonnes (so that is more then 150 Harbour Bridges) and this plastic does not go away. This project will see soft plastic collection stations set up at some offices and some of our hubs. If there is not one local to you, Coles and Woolworths both offer soft plastic recycling stations where you can take all your soft scrunchable plastics such as bread and chip packets, plastic bags and any plastic you can “scrunch” up in your hand. In addition to this always using the yellow lid bin to recycle properly is very important and diverts other plastics such as milk and drink containers away from landfill and our oceans.

“There is no away – because plastic is so permanent and so indestructible. When you cast it into the ocean it doesn’t go away” DAVID ATTENBOROUGH

Organic Waste
For those of you living in Lake Macquarie NSW, it is important to use green lid bins correctly. Did you know that you can put all food scraps and leftovers even if they have been cooked and all garden material in the green bins? It is so important not to put any other waste in this bin as it becomes contaminated and cannot be recycled into organic product to feed local sports fields and gardens. Other council areas have green lid bins that only accept garden waste such as branches and leaves so make sure you know what your council’s program is, you can visit their website of give them a call. We can all do our little bit to help out our planet “there’s no Planet B”
Photo Gallery
Harmony Day at The Meeting Place

Stay in Touch
COMPASS CONTACT CENTRE
QLD & NSW
For all tenancy, housing applications, transfers & supplier enquiries.
1300 333 733

COMPASS ON FACEBOOK
@compasshousing
@shoutoutcompass
@growastar

BRANCH LOCATIONS

HEAD OFFICE
Suite 1/44 Beaumont Street Hamilton
NSW 2303

BROKEN HILL
32 Sulphide Street
Broken Hill NSW 2880

CENTRAL COAST
Block H/2 Reliance Drive Tuggerah
Business Park Tuggerah NSW 2259

CESSNOCK
114 Vincent Street
Cessnock NSW 2325

DUBBO
Level 1 1/14 Erskine Street
Dubbo NSW 2830

EAST MAITLAND
Shop 3A/11 Molly Morgan Drive
Greenhills NSW 2323

NEWCASTLE
1/9 Brown Street
Newcastle NSW 2300

SYDNEY
Suite 3A,12 O’Sullivan Road
Leumeah NSW 2560

TAREE
Suite 1/57 Albert Street
Taree NSW 2430

UPPER HUNTER
1/56-58 Brook Street
Muswellbrook NSW 2333

EAST BRISBANE
1/905 Stanley Street East
East Brisbane QLD 4169

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