Fire Safety Tips
Living Sustainably
Grow a Star

PHOTO GALLERY
TENANT LUNCHES
A Word from Lisa

A warm welcome goes out to our new tenants who transferred to Compass in June. I am looking forward to getting to know you as you join the Compass community.

Did you know the most common time for house fires are the cooler months? Before we pack away our winter appliances as we head into spring please take the time to read about the fire safety tips as featured in this newsletter. The NSW Fire and Rescue website is another place for useful resources and information. https://www.fire.nsw.gov.au

I am pleased to say the tenant lunches were hugely successful and well attended. I had the opportunity to attend some of the lunches and enjoyed chatting with many of you. Our Tenant Engagement Officers are now preparing for the Christmas picnics!

Don’t forget our Tenant Satisfaction Survey is still open so please return the survey to your nearest branch.

Compass was pleased to be involved again and provide services at the ten year anniversary of Hunter Homeless Connect Day which was held on Wednesday 7th August 2019 at the Newcastle Showground Exhibition Centre.

Lisa Tierney | Group Chief Operating Officer, Compass Operations

Specialist Disability Accommodation

Late in July, Compass Housing’s Specialist Disability Accommodation (SDA) team had the pleasure of handing over the keys to the first house in our Home4Life Portfolio to one of our Supported Independent Living Providers (SIL), The Disability Trust. Residents have already begun to move into the property at Morisset and we have had very positive feedback about residents embracing their new home.

Since then, we have also handed over the keys for the second house to another of our Supported Independent Living Providers, New Horizons. Residents for this property are expected to move in mid to late September.

Our third and fourth properties in Bonnells Bay and Lambton were also handed over late last week to The Disability Trust and another of our SILs, Cerebral Palsy Alliance.

These unique properties are the first of 69 purpose-built homes to be built over the next 12 months.

If you would like any further information or to apply for a vacancy please call 1300 333 733 and select Option 5, or visit our website www.compasshousing.org and click on Current Vacancies under the Specialist Disability Accommodation tab.
Tenant Reference Group and CTIP

Compass is very committed to consulting with tenants and finding ways for tenants to help us improve our services. Listening to our tenants is an important part of working together to deliver the best housing services we can provide. We do this by supporting a Tenant Reference Group attached to each of our branches. A Tenant Reference Group is a small group of tenants who meet every two months to share their experience and to discuss any matters that they consider important. Meetings are held locally and refreshments are provided, as well as transport where required. The meetings are very informal and friendly and usually good fun.

The Tenant Reference Groups also report to a Compass-wide Compass Tenant Inclusion Panel (CTIP). This also meets every two months and is a smaller group of very experienced tenants. These meetings consider a range of issues arising from the Tenant Reference Groups and other sources and are able to make recommendations that are considered by the Compass Board, which is the body that makes the major decisions for Compass.

Through these processes, Compass tenants are able to make a real contribution to the way we work and meet the needs of our tenants. This makes for an excellent partnership between our teams and our tenants.

If you are interested in getting involved in your area please call 1300 333 733 or email jackieb@compasshousing.org

Dave Adamson on behalf of the Tenant Reference Group and CTIP
Compass Tenant Lunches

Thank you to the many tenants and guests who attended Compass Tenant Lunches. We hope you enjoyed the information, food and fun! Christmas picnics will be held in every branch area in November and December... Stay tuned!
Grow a Star

UPDATE ON BONNIE

Last edition, we featured a story on future netball star Bonnie, who in April 2018 was diagnosed with Hodgkin’s Lymphoma while on holidays with her family.

In this edition we have an update from Shane Marshall the Coordinator of Grow a Star.

Bonnie finally got the chance to realise a goal of hers, to play netball at the NSW State Age finals in Penrith with the Kurri Kurri under 12 representative team. Bonnie played 19 games of netball over 3 days, they won 7 games and Bonnie scored 47 goals, which she was very pleased with.

I asked Bonnie what the best part was of playing in the state aged, she said “playing with girls I didn’t know, I made new friends”.

I asked what the worst part was, she said “the drive down there and back, it is so long”.

Bonnie had a scare before she left for the State Age Finals. Her regular tests came back abnormal, but this did not stop her from going and playing. She is currently having more tests and we have our fingers crossed that they will come back normal.

Bonnie is now determined to keep playing netball and improve her skills and maybe get another opportunity to compete at the NSW State Aged finals in the near future.

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.

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

Emylia

Emylia is an 11 year old girl and lives with her mother and is currently in year 6. Emylia has experienced a few disadvantages in her young life and was struggling to find anything positive in her life until she connected with horse riding. Emylia has always had a love of horses since a very young age, riding casually with her family at open horse riding facilities.

When they moved to Singleton Emylia connected with a local horse riding facility which teaches equestrian style riding. Emylia has been involved here for 2 years and has grown to love the sport of equestrian riding and the overall love and care of horses as well and has grown and matured well beyond her tender age of 11 years.

Emylia’s mother says that since she has taken to the sport, she has really blossomed and become much more responsible and she has grown in confidence. Emylia has aspirations of one day riding in the Olympics but is also aware of the sacrifices and commitment needed to get to this level. Emylia is in the “Prep” level of equestrian riding but is determined to rise through the gradings.

Emylia has just been rewarded with a horse of her own for all the effort she has put in at the stables. It is an older horse and Emylia is learning to partner with him so that when she competes at horse events, she will not have to borrow a horse.
Fire Safety Tips
COURTESY OF FACS NSW

Many of the household fires, that affect the lives of tenants every year, can be prevented.

The key to reducing the danger of a fire in your home is for everyone in your household to understand the risks so they can be minimised.

It’s important to be prepared before something happens and there are a few simple things you can do to help protect you and your family. Taking the time to regularly check risk areas, making sure you have working smoke alarms and preparing a home fire escape plan, can give you a greater chance of avoiding and escaping the devastating effects of fire.

HOW TO KEEP YOUR HOME FIRE SAFE
Fire and Rescue NSW recommend regular and simple safety checks to make your home fire safe:

- Never smoke in bed
- Never leave cooking unattended
- Check electric blankets for damage (including frayed cords) and replace old ones regularly
- Always turn off electric blankets before getting into bed
- Keep curtains, clothing, tablecloths and bedding away from heaters and candles
- If you use a clothes dryer, clean the lint filter every time you use it
- Only use one appliance for every power point
- Switch off appliances when they are not being used
- Always extinguish candles or any other open flames before going to bed or leaving a room
- Store matches and lighters in a secure place away from young children
- Test the smoke alarms every month by pressing and holding the button until it beeps
- If your alarm doesn’t beep when tested, report it to Compass Housing
- Be prepared in case of a fire
- Talk to your family, including your children, about what to do if there is fire
- Point out where the smoke alarm is and explain what it does
- Develop a home escape plan – include a meeting place and two ways to get out of each room
- Discuss and practise the plan with everyone in the household and keep a copy handy
- Make sure keys to all locked doors are easy to access
- Hearing impaired tenants can have a strobe light connected to their smoke alarm
Living Sustainably  SAVE MONEY, HELP THE PLANET

Sustainable energy and gas choices around the home often result in saving money. Here are some tips on how you can reduce your carbon footprint and save on your bills.

REBATES AND CONCESSIONS

Energy rebates are available to eligible consumers who have an account in their name (retail customers, note the name must be exactly the same on the account as it is on your concession card). The rates and processes for applying may be different depending on who bills the consumer.

<table>
<thead>
<tr>
<th>Rebate</th>
<th>How will it help</th>
<th>Who and How to apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Income Household Rebate</td>
<td>Retail customers - $285 a year, credited quarterly to your bill.</td>
<td>People who hold a:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Pensioner Concession Card issued by the Department of Human Services (DHS) or the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Health Care Card issued by DHS for some income payments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• DVA Gold Card</td>
</tr>
<tr>
<td></td>
<td>(Note: this includes pensioners and retirees who have a concession card)</td>
<td>Visit service.nsw.gov.au to apply</td>
</tr>
</tbody>
</table>

| Gas Rebate                    | Natural gas retail customers - $110 a year with LPG for basic household needs  | People who hold a:                                                                 |
|                               | Retail customers - $121 a year                                                | • Pensioner Concession Card issued by the DHS or the DVA                            |
|                               | On supply natural gas or LPG customers - $121 a year                         | • Health Care Card issued by DHS for some income payments                           |
|                               |                                                                                | • DVA Gold Card                                                                    |
|                               | (Note: this includes pensioners and retirees who have a concession card)       | Visit service.nsw.gov.au to apply                                                  |

| Family Energy Rebate          | Retail customers - $180 full credit or $20 partial credit to your bill.       | Retail or on-supply customers who have received the Family Tax Benefit in the last financial year. |
|                               | On-supply customers - $198 full credit or $22 partial credit paid into your bank account. | Visit service.nsw.gov.au to apply                                                  |

| Life Support Rebate           | Different rates apply depending on the type of equipment and hours used.      | Fill in and have your doctor sign the application form and return it to your retailer. |
|                               | The daily rate varies from 11 cents to $3.68.                                  | Visit service.nsw.gov.au for more information                                      |

| Medical Energy Rebate         | Retail customers - $285 a year credited quarterly to your bill.               | Energy account holders who have a Pensioner Concession Card issued by DHS or DVA, who can provide proof that the heating, cooling or equipment used is medically required. |
|                               |                                                                                | Visit humanservices.gov.au for more information                                     |

There are other things you can do to reduce your bill and help the environment:

- Close curtains to stop draughts – this can save you up to $45 per year
- Switch off appliances at the wall – this will use less energy up to 5% and save on your next bill
- Wash in cold water only – you can save $50 per year
- Use your clothes line and not the clothes dryer – this will save you a whopping $95 each year
- Access government programs to upgrade appliances to a more energy efficient model. For example the NSW Government has a program that will save you 40-50% on a new fridge or television which can save you up to $200 on your bill each year. Go to www.energysaver.nsw.gov.au/applicance to find out more.
Photo Gallery
Community Gardens

Brenden from The Royal Botanic Garden, Sydney and Simon from Vegepod enjoyed a beautiful day with our tenants from our Gosford Ave complex at The Entrance. During the day our Vegepod systems were revitalised and we talked about the Homegrown community gardens initiative. As a special treat, in honour of NAIDOC Week, Brenden expertly played the didgeridoo for us!

Our Hubs

THE MEETING PLACE
1 Northumberland Way
Tumbi Umbi NSW
@TheMeetingPlaceCompassHousing

123 COMMUNITY HUB
123 Creedon St Broken Hill
@123Creedonsthub

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

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