

A Word from Greg

Greg Budworth is the Group Managing Director of Compass Housing Services

Hello Compass Community,

We are certainly living in extraordinary times with the COVID-19 infection threat still quite prevalent. Thankfully, we have only a small number of people in our homes who have tested positive and one staff member. All are in quarantine.

However, we all remain vulnerable.

In this time, Compass is continuing to deliver its core services and we are doing so by utilising technology to enable staff to mostly work from home. Our duties are to keep staff as safe as practicable while doing what we can to continue to deliver services and in doing that to keep our community as safe as we can.

You will read in this newsletter, information on how you are to remain as safe as practicable.

I implore you to keep to the new rules of hygiene and social distancing so we can together 'flatten the curve' – meaning less of us get infected and this pandemic can be brought under control; while medical science rushes to find a vaccine and better treatment options.

The ramifications of COVID-19 have extended to a deterioration of our economy with businesses and the jobs they maintain all going through hardships and many jobs have been lost.

If you have lost your job and are finding it difficult to pay the rent, you will need to contact us and begin to discuss the situation. Rest assured, Compass has every intention of maintaining every tenancy and not losing a single one due to COVID-19 impacts.

Compass has cancelled its scheduled CPI rental assessment adjustments during this pandemic as well.

I am confident that these decisions are in the best interests of our community and that confidence is built on the outstanding and responsible fulfilment of the lease requirements by the vast majority of our community and for that I thank you and that does make me a little proud of all of you.

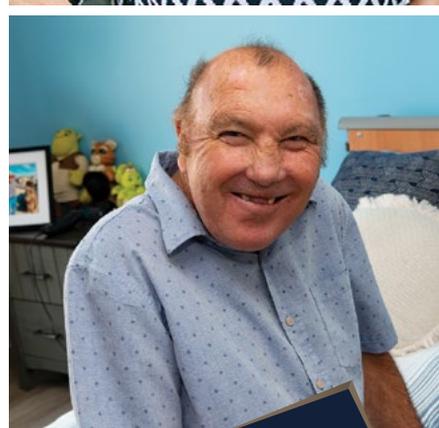
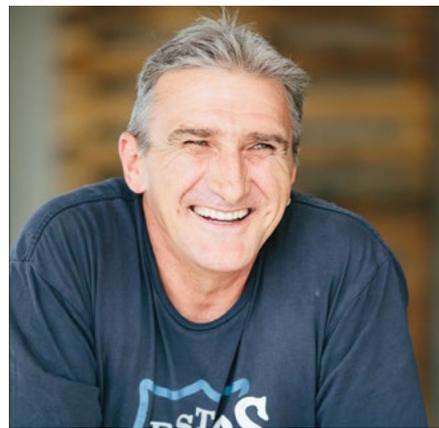
The Compass team are here to assist and have diverted some staff to concentrate on welfare checks and support during this time, but as I said, all core services are being delivered, including urgent repairs.

Additionally, governments are seeking staff assistance in proactively supporting and housing those who are sleeping on our streets and who are a very vulnerable group.

You have a great team at Compass. Caring, committed, competent and have your interests at their heart. I am proud of each of them.

As is said a lot lately, we are all in this together, but we will get through this together.

Please stay safe and look out for each other.



Important COVID-19 Information for Tenants

Your Rent

Centrelink is providing extra payments for people in response to the COVID-19 virus. **These extra payments will not affect your rent.**

To make sure we are charging you the right amount of rent, you should still tell us about any other changes in your household income; for example, if the number of people living in your home has changed, or the type of payment you receive from Centrelink has changed.

If you have lost your job, or are experiencing financial hardship, it is important that you call us on 1300 333 733 so we can help you sustain your tenancy.

Routine Property Inspections

Our routine property inspections are suspended until after 30 June. We look forward to visiting you at your property when the current lockdown restrictions are lifted. In the meantime, please call us if there are any problems with your property. If you live in a block of units, please tell us if there are any maintenance issues in the common areas.

Anti-social Behaviour Complaints

If you are experiencing anti-social behaviour disturbances in your neighbourhood, please call the police, then let Compass know so that we can follow up on the incident and link you with support if needed.

Maintenance Requests

All emergency and urgent maintenance requests will still be carried out at your property. When requesting maintenance, we will ask you some questions to make sure you, and our contractors, can take all necessary precautions.

Routine common area cleaning, lawn and grounds maintenance, and annual smoke alarm testing will continue as usual.

Contacting Compass

To help prevent the spread of the COVID-19 virus, our staff are currently working from home. This means appointments will be carried out over the phone, and we will either email or post you any forms that need to be returned.

Our call centre is operating as normal. Our staff are ready to assist you on **1300 333 733**.

You can also contact us through our website

www.compasshousing.org

Fake News

There is a lot of fake news about COVID-19 being spread across social media and the internet so please stay alert!

For the latest COVID-19 essential information from government agencies across Australia, you can go to

www.australia.gov.au

The state and territory health departments also have information on their websites.

NSW **www.health.nsw.gov.au**

QLD **www.health.qld.gov.au**

COVID-19 Protecting Yourself and Others

You can protect yourself, and help prevent spreading the virus to others, if you:

1. Wash your hands regularly for 20 seconds, with soap and water or alcohol-based hand rub. **TIP: 20 SECONDS IS THE EQUIVALENT OF SINGING "HAPPY BIRTHDAY" TWICE AT NORMAL SPEED.**

**Happy Birthday to Me. Happy Birthday to Me.
Happy Birthday Dear Me-ee.
Happy Birthday to Me!**

2. Cover your coughs and sneezes with your elbow or a tissue.
3. Put used tissues straight into the bin.
4. Avoid touching your eyes, nose and mouth.
5. Clean and disinfect items such as benchtops, desks and doorknobs mobile phones, keys, wallets etc.
6. Practise social distancing by staying 1.5 metres away from other people whenever possible.
7. Self-isolate if you are sick, have been in close contact with someone with COVID-19, or have recently returned from overseas.

Laptops for Tenants

Do you need help with home schooling?

Many families will be doing their best to provide their children with some home-based learning while they can't attend school. This can be a challenge for families with no computer and access to online learning provided by schools.

To help with this, **Compass' Grow a Star program** has a limited number of laptops to give to families to help out during the crisis for future learning activities.

To apply for one of these laptops please contact 1300 333 733 for an application form, or even better, by email to info@growastar.com.au

Applications are now open and will close on the 27th of April 2020.

A parent, guardian or caregiver should sign the application.

To be eligible children must be:

1. aged between 10 – 18 years of age.
2. enrolled at a primary or high school.
3. living with Compass Housing.
4. able to demonstrate that they are at a disadvantage by not having a laptop because of the COVID-19 education restrictions.
5. able to demonstrate how the laptop will benefit them coming out of the COVID-19 restrictions.



Congratulations Medina

Medina got her new laptop through the Grow a Star program, just in time to help her out with her home learning as a result of the COVID-19 restrictions at her school.

Medina told Grow a Star Coordinator Shane Marshall that before she received her new laptop, she had been trying to try do her school work from her smart phone but was really struggling and was not keeping up with her peers.

If successful, you will be provided with the laptop and 6 months of data to enable full use of the internet and school-based learning resources. Good luck with your application!

Easy, Low-cost Recipe

As we are all trying to **#stayathome** as much as possible, it is important to keep shopping trips to the minimum. During this time we would like to share recipes that are nutritious, have only a few ingredients and are not too expensive to make. To kick things off, we got this from www.4ingredients.com.au

Chicken & Spinach Rolls [Makes 12 rolls]

The 4 Ingredients

- 400g chicken mince
- 75g baby spinach
- 225g can creamed corn
- 2 sheets shortcrust pastry

Instructions

1. Preheat the oven to 200°C. Line a baking tray with baking paper.
2. In a large nonstick frying pan, cook the mince over high heat until cooked through, 4 minutes.
3. Let cool, then stir in the spinach and corn, and season to taste.
4. Halve the pastry, spoon a quarter of the chicken mixture down the long edge of one piece of pastry.
5. Roll to enclose the filling and cut into three pieces. Gently score the surface of each 3 to 4 times.
6. Repeat with the remaining pieces of pastry and chicken mixture. Place the rolls on the baking tray and bake until browned, about 30 minutes.

Do you have any easy, low-cost, nutritious recipes to share?

Please send your suggestions to julienec@compasshousing.org and we might feature your recipe in the next newsletter.

Bob's Back and He's Staying Connected

Those of you who follow the adventures of Bob on **Compass' Shout Out** Facebook page, you would know that he is stuck at home for a while and we have been asking for suggestions on how he can stay busy and keep his spirits up. So far we have explored shows he can watch, games he can play, but most importantly, the ways he can stay busy and socially connected.

If you would like to follow Bob's #stayathome adventures go to www.facebook.com/shoutoutcompass

In the meantime here are some tips for staying connected to family and friends from home.



Connected Kids

Set up a virtual play date, dance party or even a birthday party with school friends using a child-friendly video chat platform such as:

- **JusTalk Kids** - Safe Video Chat (only on the App Store for iPhone and iPad) JusTalk Kids allows kids to video call and message using Wi-Fi so they don't need a phone number. JusTalk not only allow parents to passcode protect the app but also protect your kid's profile from receiving friend requests from strangers.
- **Messenger Kids** is a free video calling and messaging app for smartphones and tablets. Parents control the contact list, and kids control the fun.

Connected Adults

There are so many options for virtual hang-outs. You have probably heard of **Skype**, **FaceTime** and **Messenger** but what about the video chat platforms **Google Hangouts**, **Zoom** or **Houseparty**?

With the Chrome plugin **Netflix Party**, you can watch videos with your friends and chat together at the same time. After all of that sitting around, you could check out Chris Hemsworth's fitness app **Centr**. Centr is a digital health and fitness program consisting of Chris' hand-picked team of internationally renowned experts.

Connected Seniors

Of course there's the good ol' phone for calling family and friends but texting can be a good way of checking in more regularly. You can find a friend to share daily challenges with, or set times to watch the same TV shows and text your comments to each other "Gogglebox" style.

Tech-savvy seniors are also embracing Messenger and other video chat platforms to create remote "play-dates" with grandchildren. Maybe you could try scheduling a time each day with the grandkids and draw, do craft, read a story, sing or play a game?

You can also join an online forum discussion. **The Meeting Place** www.yourlifechoices.com.au/the_meeting_place or **Seniors Forums** www.seniorforums.com are good places to start.

Not confident online yet?

Have a look at www.telstra.com.au/tech-savvy-seniors

Tech Savvy Seniors gives older people the opportunity to develop the skills and confidence to use technology for socialising, accessing important services or conducting personal business.

Stay in Touch

Compass Call Centre

For all tenancy, housing applications, transfers & supplier enquiries call
1300 333 733.

Website

www.compasshousing.org

Email

contactus@compasshousing.org

Compass on Facebook

[@compasshousing](https://www.facebook.com/compasshousing)

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