PAYMENT OF WATER INVOICES

There have been a few occurrences recently of tenants paying their water usage directly to the provider using the copy of the invoice which is attached to the Compass invoice. The provider’s invoice is included with Compass’s invoice for your information only and does not require payment. Any payments that are made using the methods on the providers bill may cause your payment to not be received by Compass. To ensure that your payments are received please pay your Compass water invoice through one of the following methods:
1. At any Post office using your Postbillpay card
2. By bank deposit, either online or in person at your bank
3. By bank cheque, which can be paid at your branch
For Post Office payments: please advise the operator the payment is for ‘Water’. For Bank or online deposits: please quote tenant reference number & ‘Water’.

RENT PAYMENTS

When making rent payments to Compass via online banking or by bank deposit it is very important you provide a clear narration of what the payment is for and who it is coming from. Including both your tenant reference number and a simple narration (eg ‘12345 bond’) will ensure your payment is allocated to the correct place. If you believe you have made payments in the past that are not reflected on your account, please contact your local branch.

We want you!

CTP have casual vacancies available in many branches for people who are looking to be more involved in their community.

Call Mark on 0411 274 882 or email mark.1od@bigpond.com for more information.

Have your Say!

Tenants are invited to participate in CTP meetings.

Please contact your branch or CTP member to book your place.

Next meeting: 4th August, 2014.

Compass Handyperson

Are you keen to be involved in your community? Do you have some time to help others? Can you change a lightbulb?

If you are interested in becoming a Compass Handyperson, call 02 4920 2600 to register your interest.

Expression of Interest - Carers

Do you have some extra time you would be willing to assist another person with? Can you help with delivery of meals, driving someone to an appointment, general assistance or shopping? These will be paid carer positions.

Please register your interest by phoning your local branch.

Compass Handy person

Are you an artist?

Would you like your work to be advertised for sale on-line as part of a new Compass Artists Collective initiative? Compass is interested in hearing from you.

For more information, please contact Tash on (02) 4920 2600.

What is the Compass Tenant Panel?

The Compass Tenant Panel (CTP) is group consisting of tenants from around the branches who have been elected to represent the interests of everyone living in a Compass property, providing feedback on the services Compass deliver to you as a tenant. The CTP meet every second month for two hours at Compass Head Office, located at Hamilton.

CTP is a part of the solution to helping tenants live and co-exist in healthy and sustainable communities. CTP members are committed to ensuring everyone has the opportunity to be heard on issues relating to your housing. We would like all tenants to have the opportunity to connect with the CTP members. You can do this through either an existing local tenant group in your complex or area, or by participating in one of the events that are organised by the branches Tenant Relations Officer-Support. We organise morning teas, bus trips, BBQ’s and Community Forums.

If you would like to contact the panel or attend one of our “Have your Say” sessions held this year write to CTP C/- Compass Housing Services PO Box 967 Hamilton NSW or email ctep@compasshousing.org or ask Branch staff who will put you in contact with us.

Fundraising 2014

Throughout the year the Compass Tenant Panel work together with Compass branches on projects such as Fundraising events. Recently, CTP and Compass Central Coast staff held a fundraising BBQ at Bunnings stores on the Central Coast where over $1500 was raised to assist the work done in the Wyong Shire for Youth in crisis.

National AA Helpline: 1300 22 22 22.

Alcoholics Anonymous Australia

Centralised Administration Office
Suite 1/44 Beaumont Street
PO Box 967, Hamilton NSW 2303
Ph: 02 4920 2600

My Place Property
167 King Street
Newcastle NSW 2300
PO Box 2346, Dangar NSW 2309
Ph: 02 4926 2000

This Way Home
52-56 Bull Street,
Mayfield NSW 2303
PO Box 967, Hamilton NSW 2303
Ph: 02 4967 1701

NSW Branch Offices

Newcastle
485-487 Hunter Street,
Newcastle NSW 2300
Ph: 02 4929 5537

East Maitland
3A, 11 Molly Morgan Drive,
East Maitland NSW 2323
Ph: 02 4933 5063

Central Coast
Block H/2 Reliance Drive,
Tuggerah NSW 2259
Ph: 02 4931 1191

Dubbo
1/4 Enke Street,
Dubbo NSW 2830
Ph: 02 6882 0388

Muswellbrook
1/160 Bridge Street,
Muswellbrook NSW 2333
Ph: 02 6540 9999

Broken Hill
32 Salisbury Street,
Broken Hill NSW 2880
Ph: 08 8067 9100

The Meeting Place
1 Northumberland Drive,
Turramurra NSW 2074
Ph: 02 4388 1064

Quarterly Tenant Newsletter - Winter 2014 Edition
Hi there!!

Compass Housing will be approaching its 30th birthday in 2015 and I am keen to get some ideas about how we may celebrate that together. Adam Lavelle is coordinating this with Mark O’Dwyer from CTP. Write to Adam or let your housing team know of your thoughts. Thank you for completing the recent satisfaction survey. It’s good to get as wide a perspective as we can as we seek to provide housing services within the financial constraints we operate in. We seek to do the best we can but there are always areas where we can do better.

However, in this article I want to raise the profile of the Compass Tenant Panel (CTP) and its Chairman, Mark O’Dwyer, who with Joanne M and five other tenants raised over $1,500 for the OASIS Youth Centre in Wyong by running two BBQ days at two different Bunnings stores. They are exemplars of the spirit of community housing: receiving a benefit and using their skills and energies to ‘pay it forward’ or ‘give something back’ as Mark often says. There are actually hundreds of tenants who are doing something like this either regularly or occasionally. It’s fantastic and makes me proud to belong to this organisation.

At the other end of the spectrum, some tenants have been using Compass dwellings to engage in seriously illegal activities and are intimidating other Compass tenants into silence. For those involved, I ask you to cease doing such things in our dwellings which attracts disrespect to Compass and creating an environment of fear and shame in our neighbourhoods. It is our staff’s legal duty to use all legal means possible to cause this to cease.

Please be aware, that there are literally tens of thousands of households awaiting a chance to live in subsidised accommodation. For example: Ms E, recently recovering from illness, had nowhere to live and was having to pay $55 per day to occupy a recovery bed in a hospital. Thankfully for her, Compass was able to house her this week. She took over a small dwelling that became vacant while, unfortunately, Ms B, is currently homeless and living in her car with her 17 year old son, although she occasionally gets to couch surf. She has been on the waiting list as homeless for 3 years. Subsidized housing is a scarce resource and in high demand.

Greg Budworth

---

Recipes

Chicken & Noodle Soup

**Ingredients**

- 2 tablespoons olive oil
- 1 medium onion, finely chopped
- 1 medium diced carrot
- 1 large stick of celery thinly sliced
- 1 medium peeled and diced potato
- 6 cups of chicken stock
- 300g diced chicken breast fillets
- 50g dried spaghetti pasta
- 2 tablespoons chopped flat leaf parsley leaves
- Thick wholegrain toast

**Method**

1. Heat oil in a saucepan over medium heat until hot. Add onion and cook, stirring often, for 3 minutes. Add carrot, celery and potato and cook, stirring often, for 5 minutes.
2. Add stock, cover and bring to the boil. Reduce heat, cover and simmer for 15 minutes. Add chicken and pasta. Partially cover and cook for 8-10 minutes or until pasta is tender.

---

Get involved with Grow A Star by coming along to one of our activities. Call your local Compass Branch for upcoming events or for more information log onto www.compasshousing.org.

---

Get involved with Grow A Star - is a Compass initiative which encourages generational change & enables identified youth at risk to access sporting, musical, academic activities & other opportunities that they may not have otherwise had. Since February 2014, the program has had the opportunity to assist 11 young people with financial support packages for an array of activities which has assisted the young people to become more engaged in the community & giving them a feeling of social inclusion. We have assisted with sports fees, uniforms, scouts, education and modelling fees. Our focus is to identify & support youth at risk that show an eagerness, talent or passion to develop their skills in a chosen field. It is this focus that will lead to generational change & to youth at risk fulfilling their dreams.

Shane has been appointed as the GROW A Star Co-ordinator to help drive the continued success of the program. Shane brings plenty of passion & experience to the role having spent 12 years working in youth welfare services & has been a valued Compass team member for over 3 years. Shane is passionate about helping young people grow through this program & encouraging the community to get involved.

---

Join us for the Tenant Newsletter Production

Are you interested in being involved in the production of your tenant newsletter?

If so we would love to hear from you!

We’re after any handy tips you have for things such as gardening, recycling, home power saving or even a yummy recipe that you’d like to share.

We’d love to share your ideas and thoughts with other people in your community.

Please contact your local branch to register your ideas or interest.

---

Compass Housing is Now Cashless

All Compass Housing Branches are now cashless offices. This means that we will no longer be able to accept cash over the counter for payments such as rent, bond, water, maintenance etc. Payment options available are:

1. Internet banking/Direct Debit
2. Post Bill Pay Card
3. Direct deposit at any Westpac Bank
4. Centrepay Deduction

It is important that when making any payments that you ensure you quote your tenant reference number so we can identify your payment and receipt this correctly to your account. Please contact your branch if you are unsure of your tenant number.

---

Star of the Month

Shane

Shane is a Compass team member for over 3 years. Shane has been appointed as the GROW A Star Co-ordinator to help drive the continued success of the program. Shane brings plenty of passion & experience to the role having spent 12 years working in youth welfare services & has been a valued Compass team member for over 3 years. Shane is passionate about helping young people grow through this program & encouraging the community to get involved.