

COMPASS HOUSING SERVICES CO (NEW ZEALAND) LTD

**ANNUAL REPORT** 2017-2018

*Getting Ahead*



**compass**  
housing services

## COMPANY INFORMATION

### LEGAL NAME

Compass Housing Services Co (New Zealand) Limited

### TYPE OF ENTITY AND LEGAL BASIS

New Zealand Limited Company registered 31 July 2015

NZBN 9429041837221

### REGISTRATION

Compass Housing Services Co (New Zealand) Limited (Compass NZ) is registered with the New Zealand Community Housing Authority (CHRA) as a Class 1 Social Housing Landlord and is also a registered charity in New Zealand with any generated surpluses reinvested back into additional social housing or into community development programmes for local tenants.

CHRA REGISTRATION NUMBER 5753427

### MAIN SOURCES OF CASH AND RESOURCES

Compass NZ's income is sourced from rental income, tenancy and property management fees and from the parent company.

During the financial year, the parent company Compass, made a donation to Compass NZ of NZD\$800,000 as a contribution to the start up costs. This donation has resulted in an operating surplus for the period.

### STRUCTURE

100% owned by Compass Housing Services Co Ltd.

خوش آمدی

اهلا وسهلا

感叹词

*Fakaalofa lahi atu*

*Ni sa bula vinaka*

*Namaste*

*Kia orana*

*Taloha ni*

*la orana*

*'Alii*

*Malo ni*

*Halo Olaketa*

*Mauri*

*Aloha mai e*

*Fakafeiloaki*

*Fakatalofa atu*

*Hello*

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## CONTACT US

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### TENANT ASSISTANCE | COMPASS NZ OPERATIONS

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### PARTNERS & GENERAL ENQUIRIES

Dr Bernadette Pinnell  
General Manager, Compass NZ  
Phone: +64 2136 6732

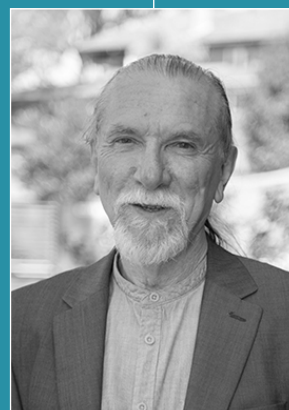
## OUR ORGANISATION



**GENERAL MANAGER  
COMPASS NZ**  
Dr Bernadette Pinnell



**GROUP  
CHIEF FINANCIAL OFFICER**  
Ian Rennie



**KNOWLEDGE MANAGER**  
Professor David Adamson

BOARD OF DIRECTORS  
COMPASS HOUSING SERVICES CO LTD

BOARD OF DIRECTORS  
COMPASS HOUSING SERVICES CO (NEW ZEALAND) LTD



GROUP MANAGING DIRECTOR  
Greg Budworth



GROUP CHIEF GOVERNANCE  
OFFICER  
Julie Barnett



GROUP CHIEF CORPORATE  
SERVICES OFFICER  
Lyndall Robertshaw



GROUP CHIEF OPERATING  
OFFICER  
Lisa Tierney



## OUR BOARD



### PAUL JOHNSON | Chair

Paul is a Certified Practicing Accountant, Graduate Member of the Australian Institute of Company Directors - GAICD and a member of the Australian Computer Society - MACS. He holds a Diploma of Financial Services from the Australian College of Commerce and Management.

Paul has been involved in the community housing sector as a Director since 2008. Paul is a retired chief executive of a financial institution with over 27 years' experience as a senior executive in the financial services and not-for-profit sectors in Australia.



### ANTHONY QUIRK | Deputy Chair

Anthony is a professional Director with over 31 years' senior executive experience in the investment and financial services industry.

He is currently the Chairman of New Zealand Water Polo, is a shareholder and a Non-Executive Director of Milford Asset Management and is on the Board of Evolve Education Group, the Local Government Funding Agency and the Graeme Dingle Foundation, Wellington.

Anthony is a Fellow of the Institute of Finance Professionals New Zealand (INFINZ) and is a former Chairman of that organisation. He is a member of the Institute of Directors.

He was previously Chair of the Asset Management Advisory Board of the New Zealand Exchange, Deputy Chair and Board member of the New Zealand Society of Investment Analysts and a previous member of the Financial Reporting Standards Board of the New Zealand Society of Accountants.



### MICHAEL PAGE | Director

Michael has over 9 years' experience in community housing. His executive career spanning 35 years, includes executive director, regional manager and project director roles with ASX listed companies, in funds management, finance, development and construction, general manager, CEO and board member of a variety of infrastructure, health and social infrastructure related Public Private Partnerships and assets and not-for-profit organisations.

Michael holds a Bachelor of Engineering (Civil) from the University of Sydney and is a Member of the Australian Institute of Company Directors.



### KWESI ADDO | Director

Kwesi has 13 years' experience in community housing. He is a legal practitioner with over 10 years' experience primarily in the areas of commercial and construction law in private practice and in-house with global engineering consultancy firms with additional experience in commercial and civil litigation, debt recovery and insolvency, privacy, tax and employment law.

Kwesi has authored three editions of a NSW legal text on community housing and one edition of a QLD legal text on community housing. Kwesi holds a Bachelor of Law, Master of Business Administration - International Business (Hons), Master of International Relations and Master of Construction Law and is a Fellow of the Australian Institute of Company Directors.



### GREG BUDWORTH | Director

Greg has been the Group Managing Director of Compass since 2004. In that time, he has managed the growth of Compass to become one of the leading community housing providers in Australia. Greg is a member of various sector committees and panels.

He is the Vice-President of the General Assembly Partners and chairs the External Relations Committee of the International Housing Partnership Network. Greg has a Master's Degree in Business from the University of Newcastle, and further tertiary qualifications in business management, project management, workplace safety and workplace training.

Greg has held previous executive and senior management roles in human service organisations, and is currently completing a Doctorate in Business Administration.

*Our vision is that all people have appropriate and affordable shelter and are engaged in sustainable communities.*

## FROM THE BOARD CHAIR

At the end of what was an eventful year for the social housing sector in New Zealand, I am pleased to report that Compass NZ's commitment to growing our portfolio and extending the reach of our brand of socially regenerative tenancy management remains as strong as ever.

Following the change of Government in September 2017, Compass NZ has had to adapt to a new operating environment as the new Government shifted emphasis towards a government led delivery model. I would like to thank my fellow Directors for their continuing commitment to Compass NZ over the past year, I also want to thank the Compass parent company for its ongoing support during this period, and acknowledge Compass NZ's General Manager Bernadette Pinnell for her skilful navigation of the new environment. That Compass NZ has been able to grow its portfolio during this period is testament to the strength of the relationships she has built during the company's relatively short history.

Despite the general shift towards a Government led system of housing assistance, Compass NZ last year increased its portfolio in South Auckland from 72 to 90 properties. Further growth is scheduled to occur over the next twelve months with Compass taking on the management of 160 new one and two bedroom units built by the Ted Manson Foundation, and 54 furnished studio apartments in Papatoetoe built by Du Val Property.

As well as expanding our asset portfolio, Compass NZ last year introduced the Grow a Star youth mentoring and scholarship program. Our first programme participant is now in place and moves are underway to identify future participants.

Compass NZ is continuing to seek new opportunities to develop and grow the company in accordance with the 2018-2019 Compass Housing Services New Zealand Business Strategy which was adopted by the Compass NZ Board in April 2018.

As noted above, Compass NZ continues to benefit from the guidance and support of the Compass parent company including the donation last financial year of NZ \$800,000 to support continued operations.

The Board looks forward to the continued development of Compass NZ in the next financial year.

*Paul Johnson*

Chair, Compass Housing Services Co (New Zealand) Ltd.



PAUL JOHNSON (LEFT) EXPERIENCES HONGI AT RUAPOTAKA MARAE, TAMAKI.

## FROM THE GENERAL MANAGER

Compass NZ commenced management of 72 properties in South Auckland in Papatoetoe and in Mangere East in 2016. This year we took on an additional 18 properties. The Compass approach to tenancy and property management focuses on improving the social and economic circumstances of the individual household as well as the community in which they live. Our ethos is that community housing is about more than providing shelter, it's also about building sustainable communities.

Compass offers a range of community development activities designed to foster social inclusion and personal development. This focus on tenant empowerment and support is a major contributor to high tenant and staff satisfaction levels.

Compass is working with Government at local and central levels, as well as the private sector to increase the range and quality of affordable housing options in New Zealand. The change of Government following the September 2017 election has created a new operating environment for the community housing sector in New Zealand. Initially this was evident in the Government and its agencies focusing on developing new policies and structures and revisiting existing programmes and funding models.

The new operating environment relies heavily on Government as the primary provider of social housing (renamed public housing); the formation of a new interim agency the Ministry of Housing and Urban Development and increased funding on transitional or emergency housing. The third focus for Government is the KiwiBuild program which is aiming to deliver 1,000 submarket priced housing at the \$500-\$600k price point.

### KOTAHITANGA PARTNERING FOR GREATER IMPACT

This government-centric approach has created an opportunity for the non-government community housing organisations to look to partnerships as a means to stay relevant and remain sustainable. As a result, Compass NZ is engaging with other Community Housing Providers to investigate innovative ways to deliver new housing options, particularly affordable rental housing for tenants no longer eligible for public housing when their economic circumstances change through employment.

Compass NZ has engaged with strategic development partners and will deliver a range of bespoke smaller scale developments with a mix of one and two bedroom units in West Auckland and regional NZ in 2020. We are also working to deliver a rent to buy model for key worker households who are currently paying over 50% of their income on rent.





COMPASS NZ GROW A STAR RECIPIENT LUISA WITH  
COMPASS NZ GENERAL MANAGER DR BERNADETTE PINNELL

Our mission is operationalised through our People Place Performance (PPP) approach:

- People-focused programmes which enable social regeneration and increase tenant social and economic participation;
- Place making initiatives which strengthen people's sense of connection to their homes, neighbourhoods and communities; and
- Performance assessment which ensures that we continuously assess what we do and whether it is making a difference for our tenants, the places we manage, our organisation and our sector.





## PEOPLE

He aha te mea nui o te ao?

What is the most important thing in the world?

Maku e ki atu.

I will tell you.

Te tangata, te tangata, te tangata.

It is people, it is people, it is people.



We concur with this Maori proverb, people are the most important.

This includes the staff and Board Members of Compass and our tenants.

The Compass Australia Board visited New Zealand in February and met with tenants and stakeholders and experienced a powhiri, a Maori welcoming ceremony involving speeches, singing and finally the hongi (breath of life) at Ruapotaka Marae in Tamaki.

## PLACEMAKING

We are delighted with the progress of the construction of the Westlight mixed use development in Glen Eden in West Auckland. This development is an innovative new model for mixed tenure housing being led by the private sector.

*“The name Westlight is fitting for a development that celebrates the light and views of West Auckland and reflects the hope and aspirations for the modern community we’re looking to create here.”* - TED MANSON, CEO MANSON FOUNDATION.

“The Manson Foundation and Compass are committed to doing all we can to help provide more robust, safe, warm, healthy homes with long term security for all residents.” - BERNADETTE PINNELL, GENERAL MANAGER, COMPASS NZ.

Mansons TCLM has built more certified green star buildings than any other developer in New Zealand and this development will achieve a Homestar rating. This will ensure the development achieves a higher standard than required under the NZ Building Code and residents will notice a real difference in terms of warmth, energy and water efficiency which will reduce running costs.

As they say in real estate, it’s also all about location and that’s why Mansons TCLM have strategically sought locations for a new model of community housing in close proximity to public transport, parks and access to services, retail and employment opportunities. These projects will provide a social and economic catalyst for the areas in which they are located.

Compass is proud to be working with high quality development partners to deliver a new benchmark in the quality of social housing in Auckland and regional lower North Island. In the next twelve months we will take on the tenancy and property management of 196 new units in Auckland bringing our housing stock to 280 with a mix of studios and one and two bedroom dwellings that are located close to shops, services and public transport. All Compass NZ managed properties are leased for an affordable rent and are built with the local conditions in mind ensuring our tenants are housed in a warm, dry and healthy environment.

In 2019 we will have commenced the construction of approximately 80 additional properties for delivery in 2020.







## PERFORMANCE

We were very pleased with the results of the independent tenant survey conducted this year. These results are presented below. We are grateful for the ongoing work of the Tenant Advisory Groups (TAG) who advocate for their fellow tenants and provide feedback. We have had a number of TAG workgroups that resulted in successful tenant led initiatives.

We have a range of age, gender and ethnicities across our 90 properties, representing over 13 countries. Located in South Auckland we have 51% of tenants who represent as Maori and 35% Pacific People including Tonga, Kirabiti, Nuai, Fiji, Samoa and Cook Islands. We have tenants from Burma, UK and Vietnam.

The turnover of our residents has remained stable at 10%. Tenants who have transitioned from the properties have gained new employment, relocated to seek new opportunities in other areas or moved to be closer to family or to assist family requiring care.

### COMPASS NZ TENANT SATISFACTION DATA

92%

SATISFIED WITH THE  
SERVICES THAT COMPASS  
PROVIDES

90%

SATISFIED WITH THE  
WAY COMPASS INVOLVES  
TENANTS

94%

SATISFIED THAT THEIR  
RIGHTS AS A TENANT ARE  
UPHELD BY COMPASS

97%

SATISFIED WITH THE  
OVERALL CONDITION OF  
THEIR HOME

91%

SATISFIED WITH THE WAY  
COMPASS COMMUNICATES  
AND PROVIDES TENANTS  
WITH INFORMATION

### COMPASS TENANT TESTIMONIALS

“Thanking Compass so much for housing me. I find as a tenant we are not just a number we are people to Compass staff. I’m so happy to be housed by your company, great support, beautiful house, organised staff, great activities for your tenants. Great company, thanking you all.”

“I have always been treated kindly, respectfully and compassionately.”

“I’m happy and thankful for the kind interactions and support of caring people in Compass that you all provide, it means a lot to me.”

“Thank you for giving me back my dignity and joy for life and for your continued support”

“I would like to say Compass have been very supportive to our family as I battle serious illness. I would like to thank all staff for their support during this difficult time. Staff have been very helpful. Thanks again.”

## INFORMAL ECONOMY

A notable trend with our tenants is the high number who contribute their time to volunteering to church, sports teams, citizens advice etc. The majority look after family members, this is particularly evident on weekends and school holidays as mokapuna's (grandchildren) come to visit. This informal economy was also noted in the tenant survey, with respondents noting how tenants look after each other and value the support they receive from their neighbours. Tenants are also taking the lead in teaching new skills including "Get Connected", a program led by a highly qualified tenant helping others set up email accounts and access essential online information, including using MyMSD accounts. Other activities including gardening, cooking, sewing, book club and walking groups were all initiatives initiated and led by the tenants.

## LOOKING OUTWARDS

As well as delivering our New Zealand growth strategy and operations, we are looking outward to the Pacific and exploring ways that we can work collaboratively with other agencies with similar objectives to make a difference and participate in the Ministry of Foreign Affairs' 'Pacific Reset' policy. Compass NZ are participants in the Council for International Development.

Over the past five years, Compass has been directly involved and engaging in the role of housing in achieving the United Nations' Sustainable Development Goals and the New Urban Agenda, contributing to worldwide discussions on housing as a universal human right. We are working through practical action in our day-to-day work; and through leading and influencing discussion in Australia, New Zealand and the Asia Pacific region.

Our mission and the activities we undertake are supported by a strong, ethical governance framework, sound business practices and staff charter to ensure Compass can make a difference today and into the future. Compass has bold ambitious goals because we are seeking to enable and empower people to live the best life they can.

Compass NZ is utilising the Compass Outcome Assessment Tool (COAT) to track changes in tenant outcomes and wellbeing. We are also working with The Southern Initiative and the Ministry of Social Development in tracking the role of housing in employment and training engagement for young people in South Auckland. A secondary outcome of monitoring our performance is to play a role in changing the discourse on community housing tenants which prevails in the media and which is focused on tenants' problems and not progression.

We have commenced the planning stage of a Deep Place™ community renewal study. The Deep Place™ approach was designed by Compass' Knowledge Manager, Professor David Adamson OBE, to address issues in locations where long-term economic inactivity has become normalised and where poverty and disadvantage have become entrenched. The Deep Place approach helps create employment potential by examining the sectors of the local economy where growth is possible and where there is potential to recruit unskilled people with low levels of personal confidence and experience. It also fosters business start-ups and supports existing small businesses as well as helping small to medium business to grow and diversify.

*Bernadette Pinnell*

PhD, MURP, MSc.

General Manager, Compass Housing Services Co (New Zealand) Ltd

# TENANT STORIES

## *Getting Ahead*

### Melenaite & Viliame

Melenaite is originally from Tonga and previously lived with her large extended family in South Auckland. Viliame, her nephew, is one of nine children and Melenaite has raised him from when he was a baby. He is a regular visitor to her Compass NZ home.

When Melenaite arrived at Compass NZ, she admits to feeling very nervous yet excited and happy when she viewed, and then accepted the keys to her first-floor apartment. Everything was new and beautiful and she was determined to make the most of this opportunity. “I like this place” she said and “I like to make it tidy and clean.”

The feeling of freedom and independence to come and go as she pleases and do her own thing in a quiet environment with no noise are the best things about living in her Compass NZ apartment. Her family are delighted for her and are very happy to see that she lives in a safe, secure and appropriate environment.

With Viliame heading off to school in April 2019, Melenaite is looking forward to getting a part time job and enrolling in a course to improve her English. She is hoping to get work with her previous employer who happens to be close to where she lives.

Melenaite enjoys being a Compass NZ tenant because of the friendships she has made and the independence that having her own peaceful place gives her.



# TENANT STORIES *Getting Ahead*

## BETTY TEKANENE

Betty was born and brought up in Fiji for the first twelve years of her life, then moved to Kiribati in the Central Pacific. Betty was a flight attendant for Kiribati's only airline, Air Tuarua in the 1980s. She was based in Honolulu, Hawaii and received her flight training at American Airlines in Los Angeles. Political change in Kiribati saw the sale of the airline and saw Betty become a travel agent consultant for Continental Airlines in Majuro, Marshall Islands before she landed on New Zealand shores in 1990. In her words "I did a lot of travelling at one stage so I guess you could say, been there, done that!"

After arriving in New Zealand, Betty met her partner and had two children. Betty found herself on her own in a three bedroom property struggling to pay the rent after she had to give up her job at New Zealand Post because of osteo-arthritis, the breakdown of her relationship and her children coming of age. She says humorously "all of them had flown the coop and were doing their own thing."

"I was so relieved and happy to finally have a place of my own when I came to Papatoetoe. It had been hard living with extended family when I had been so used to doing my own thing and being independent all my life. It was not a very good place to be."

Betty expected her new place with Compass NZ to be an old state house but was very impressed with the new complex. She was delighted that there were security gates and "most of all the studio being semi furnished. And the icing on the cake was the affordable rent which included free power, water and WiFi. Choice alright!"

Living in a Compass NZ property has allowed Betty to have her privacy and meet a diverse group of people from all walks of life. She enjoys the camaraderie of the other tenants. She has learnt to knit and was given the opportunity to cater for a visiting minister of parliament with the help of her fellow tenants at the complex.

As a member of the TAG, Betty has actively participated in exploring, with the other tenant representatives, common neighbour problems such as noise, drinking, neighbour disputes, personal, mental health and cultural issues. Betty has also taken charge of delivering a cultural food evening in the summer.

Betty is philosophical and pragmatic about life and acknowledges that sometimes it doesn't all go well.

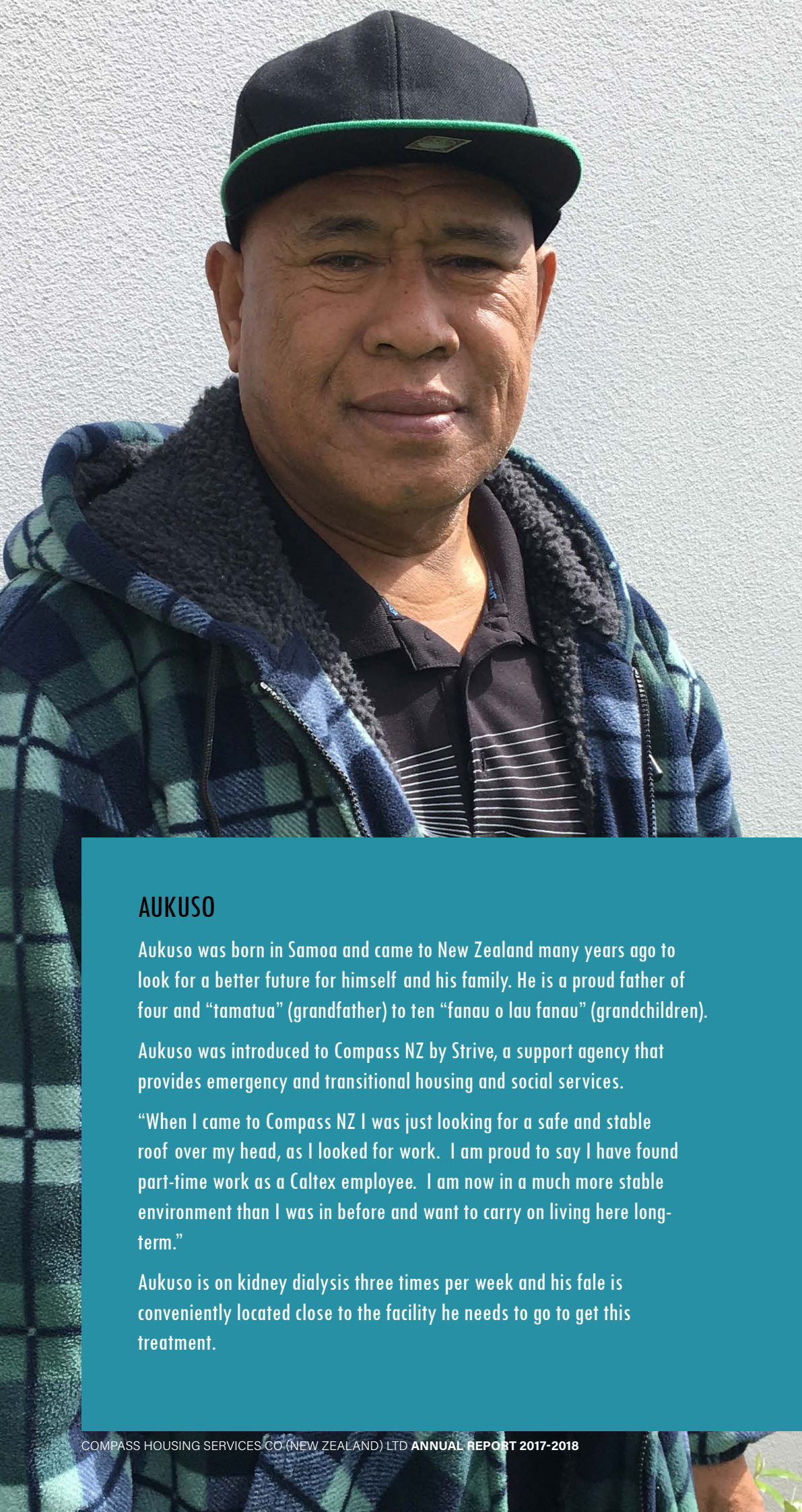
"Life's not perfect and neither are we,' says Betty. " So I'm a happy and grateful individual to have got a place with Compass."

Betty is due for a second knee operation and when that's done she would like to either go back into part time work in the hospitality industry or head back to complete the degree she started a long time ago.









## AUKUSO

Aukuso was born in Samoa and came to New Zealand many years ago to look for a better future for himself and his family. He is a proud father of four and “tamatua” (grandfather) to ten “fanau o lau fanau” (grandchildren).

Aukuso was introduced to Compass NZ by Strive, a support agency that provides emergency and transitional housing and social services.

“When I came to Compass NZ I was just looking for a safe and stable roof over my head, as I looked for work. I am proud to say I have found part-time work as a Caltex employee. I am now in a much more stable environment than I was in before and want to carry on living here long-term.”

Aukuso is on kidney dialysis three times per week and his fale is conveniently located close to the facility he needs to go to get this treatment.



# TENANT STORIES *Getting Ahead*

## MOHAMMED

Mohammed was looking for a place to call home. He felt good and happy when he moved into this apartment and enjoyed meeting new people.

Mohammed has made a number of good friendships and together, with neighbours Ange and Pepa, they are actively involved in making Block 2 home by holding shared meals, celebrating birthdays and block meetings to share information and chat. Mohammed finds the development a quiet place to live with friendly people.

## BLOSSOM

Blossom was born and raised in New Zealand. Blossom is of Maori descent with a daughter and two mokopunas (grandchildren).

Blossom was referred to Compass NZ by Work and Income and she was looking for a where - somewhere to live that was safe, secure and a place to call home. "I felt so good when I got here and settled in." The plants outside her door aggravated a respiratory health condition Blossom had and with the help of Leonard, a Compass NZ tenant who featured in the 2016-17 Annual Report, she set up her own veggie garden. Blossom is looking forward to sharing the produce of her garden with the many neighbours and friends she has made as a Compass NZ tenant.

## SARAS

Saras was born in Fiji and came to Compass from Strive Trust, one of the many agencies Compass NZ draws on for support for our tenants and; also works with to house clients from their emergency and transitional housing program. After four months of searching for a home, Saras support worker found her a place with Compass NZ.

Saras has adult children living in Australia and Fiji and needed a place to live following her return to New Zealand from Australia. Saras enjoys the freedom to come and go as she pleases. She has just returned from a trip to Fiji to catch up with her daughters and to meet a number of her grandchildren for the first time. Saras has family nearby whom she enjoys visiting and helping out with babysitting during the school holidays.

With her new found independence that comes from having somewhere affordable to live that she can call home.



## PEPA

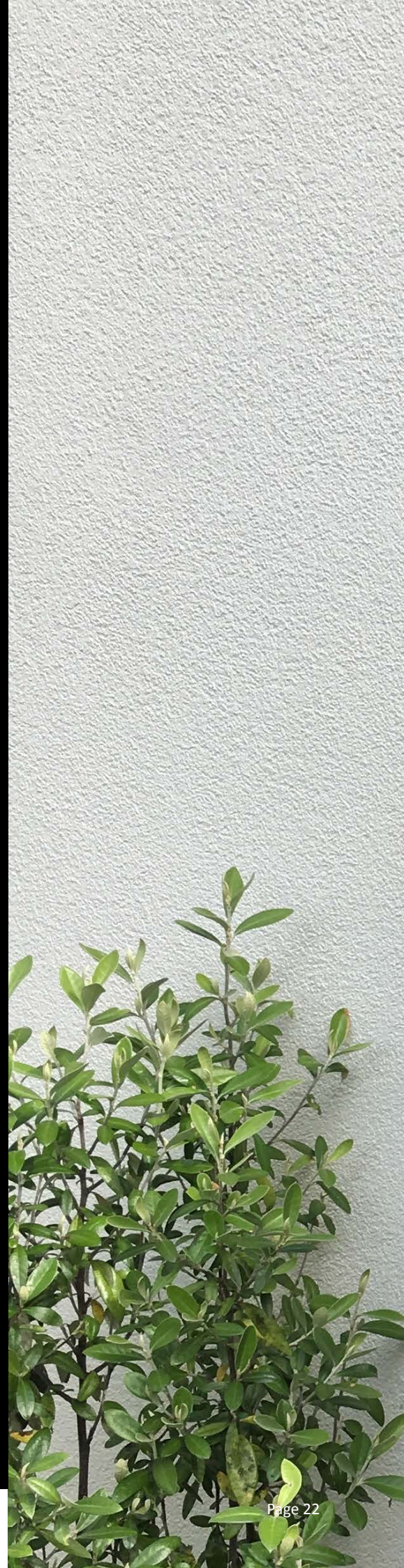
Pepa was living in a lodge before coming to her Compass NZ apartment. Her expectations weren't high because she was looking for secure long term accommodation.

In recovery from an operation when she first moved in. Now recovered, Pepa is thankful and appreciates her home.

"Having my own space has allowed me to move on with my life in a better way and to have my freedom and relax on my own."

Pepa is an active Tenant Advisory Group member and has initiated social activities for her neighbours.

She enjoys the responsibility of working for, and with, her neighbours in Block 2 to make this home.









## ANGE

Ange is a New Zealand born European with two adult children. Before coming to live at Compass NZ, Ange had her own place but the rent kept going up and she found she could no longer afford to stay in her two bedroom apartment.

“As I let my independence go I went back to shared accommodation with others much younger than myself. I moved five times in two years.” said Ange

Ange found herself in emergency housing and having never been in this position before she was eager to find somewhere that was safe, secure and a place to call home.

“I was told about Compass through the emergency housing provider and when I was shown around I was so blown away by how beautiful it was. This was a place I could call home and give me that independence back while also being affordable.”

Ange enjoys socialising and living in a community environment but is secure in the knowledge that she has her own space that she can call her place.

“I am very grateful to have been given the opportunity to live here and I am working on myself to be able to get back into full-time employment.” Ange volunteers her spare time caring for friends’ young children.



PICTURED LEFT TO RIGHT: PEPA MOHAMMAD AND ANGE





## DAMON

Damon was homeless when he arrived at Compass NZ.

Having been on the move for several months and suffering from ill health, Damon was glad to get somewhere permanent to stay and to be in a home.

He was quite pleased with his Compass apartment along with the security, freedom and independence that comes with having a roof over your head.

## TENANT STORIES *Getting Ahead*

### SAM & JOSEPHINE

Sam and Josephine are Cook Islanders and without any source of income, they lived with another family in an overcrowded house for two years. With one of them requiring regular medical treatment, going into private rented accommodation was not an option.

Sam and Josephine were asked to leave their previous accommodation with a very short timeframe to find alternative accommodation. This was distressing and stressful and they found themselves living in emergency accommodation in a Papatoetoe motel. It was during this time that Compass NZ contacted and offered them an apartment at May Road.

Their expectations about their new home were largely met. "A suitable place to call home with friendly neighbours and a car park space." Their impression of their new home and environment was positive. "We loved the fully furnished place and it gave us the opportunity to leave and come back home whenever we want."

Sam and Josephine found living at a Compass NZ property an "excellent medium term solution". They enjoyed the freedom of coming and going as they pleased and they found the complex safe with friendly neighbours. With electricity, water and internet included in their rent they didn't worry about paying bills at the end of the month, just the rent. "We found the Compass NZ staff very friendly and approachable."

It was after one of them secured employment with a stable salary that Sam and Josephine decided it was time to go and seek housing that was more suitable for them and their visiting family. "Thank you to Compass, we appreciate what you have done for us."





## SHAUN'S STORY

*Kia ora koutou*

My name is Shaun Rewiti I'm of Maori descent.

Being able to move into housing was the best thing for me. I was nervous and didn't know what to expect but I was met with pleasant staff, who supported me through the move to this tidy, clean place. The Compass staffs' continued support has been golden and genuine. I've come to realise that they are more than just housing providers, they care about you in an holistic way. Having my own place has given me back a sense of pride and allowed me to work on personal struggles without being judged.

I have become quite an advocate for Compass Housing, sharing my story to friends and family or anyone who will listen. I've been able to help a close friend, Taria, make a transition into housing with Compass and again the staff have been nothing but professional and supportive. Taria has spoken highly of the apartment and staff.

I want to thank Compass staff Bernadette, Bettyanne and Veena and my prayers to staff member Dude and her health.

Thank you for giving me back my dignity and joy for life and and for your continued support.

No reira.

Nga mihi nui kia koutou.

*“Thank you for giving me back my  
dignity and joy for life”*

# GROW A STAR

Grow a Star is an innovative, Compass 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 to follow their academic, sporting or artistic dreams.

By enabling young people to pursue their passions, the program helps foster habits and behaviours that can set young people up for life.



We are delighted to announce Luisa as the inaugural Compass NZ Grow a Star recipient. Luisa is a student at Alfriston College and has received an academic scholarship to assist her pursue her aspirations to study Law in 2019.

Luisa's ambition is to be a human rights lawyer and a new laptop, provided by Compass NZ through Grow a Star, will help with her studies.



The benefits of participating in Grow a Star are frequently far broader than the accomplishment of a participant's short term goals. For many participants the mentoring on offer through the program represents the first time anyone outside their immediate family has demonstrated any sort of belief in their abilities and, even more importantly, has shown them a genuine pathway towards achieving their goals.

Since its launch in 2012, Grow a Star has assisted more than 200 young people to pursue their academic, sporting or artistic goals. 2018 marks Grow a Star's sixth anniversary over the past year, the program has helped 72 young people.



## STATEMENT OF SERVICE PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2018

Compass manages a portfolio of 90 furnished one bedroom units in the South Auckland suburbs of Mangere and Papatoetoe and are working closely with partners on projects that will deliver additional social housing dwellings for vulnerable families over the next few years. Compass is currently engaging with the Government on future large scale social housing projects that will benefit a number of communities.

Description and Quantification of the Entity's Outputs:	ACTUAL THIS YEAR	BUDGET THIS YEAR	ACTUAL LAST YEAR
Property management and tenancy services (number of properties)	90	162	72

## STATEMENT OF FINANCIAL PERFORMANCE

FOR THE YEAR ENDED 30 JUNE 2018

### Compass Housing Services Co (New Zealand) Limited

Statement of Financial Performance  
"How was it funded?" and "What did it cost?"  
For the year ended  
30 June 2018

	Note	Actual* 2018 \$	Actual* 2017 \$
<b>Revenue</b>			
Donations, fundraising and other similar revenue*	1(a)	2,206,457	615,321
Revenue from providing goods or services*	1(b)	298,940	117,599
Other revenue	1(c)	99,868	27,039
<b>Total Revenue*</b>		<b>2,605,266</b>	<b>759,959</b>
<b>Expenses</b>			
Volunteer and employee related costs*	2(a)	360,959	275,385
Costs related to providing goods or services*	2(b)	1,619,204	626,360
Other expenses	2(c)	220,602	200,886
<b>Total Expenses*</b>		<b>2,200,765</b>	<b>1,102,631</b>
<b>Surplus/(Deficit) for the Year*</b>		<b>404,501</b>	<b>(342,671)</b>



## STATEMENT OF

**FINANCIAL POSITION**

FOR THE YEAR ENDED 30 JUNE 2018

**Compass Housing Services Co (New Zealand) Limited****Statement of Financial Position**

"What the entity owns?" and "What the entity owes?"

As at  
30 June 2018

	Note	Actual* 2018 \$	Actual* 2017 \$
<b>Assets</b>			
<b>Current Assets</b>			
Bank accounts and cash	3(a)	191,073	80,302
Trade and other receivables	3(b)	723,773	235,454
Other current assets	3(c)	173,264	110,749
<b>Total Current Assets</b>		<b>1,088,109</b>	<b>426,505</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	4	30,228	10,875
<b>Total Non-Current Assets</b>		<b>30,228</b>	<b>10,875</b>
<b>Total Assets</b>		<b>1,118,337</b>	<b>437,380</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and other payables	3(d)	240,814	143,745
Short-term provisions	3(e)	37,782	23,814
<b>Total Current Liabilities</b>		<b>278,597</b>	<b>167,559</b>
<b>Non-Current Liabilities</b>			
Long-term provisions	3(g)	3,512	1,379
Loans	3(f)	1,426,125	1,262,839
<b>Total Non-Current liabilities</b>		<b>1,429,637</b>	<b>1,264,218</b>
<b>Total Liabilities</b>		<b>1,708,234</b>	<b>1,431,777</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>		<b>(589,896)</b>	<b>(994,397)</b>
<b>Accumulated Funds</b>			
Capital contributed by owners or members		-	-
Accumulated surpluses or (deficits)	5	(589,896)	(994,397)
Reserves		-	-
<b>Total Accumulated Funds</b>		<b>(589,896)</b>	<b>(994,397)</b>

STATEMENT OF

# CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2018

## Compass Housing Services Co (New Zealand) Limited

### Statement of Cash Flows

"How the entity has received and used cash"

For the year ended  
30 June 2018

	Actual* 2018 \$	Actual* 2017 \$
<b>Cash Flows from Operating Activities*</b>		
<b>Cash was received from:</b>		
Donations, fundraising and other similar receipts*	800,000	
Fees, subscriptions and other receipts from members*		
Receipts from providing goods or services*	1,316,946	606,531
Interest, dividends and other investment receipts*		
Net GST		
<b>Cash was applied to:</b>		
Payments to suppliers and employees*	1,224,627	1,460,471
Donations or grants paid*		9,219
<b>Net Cash Flows from Operating Activities*</b>	<b>892,319</b>	<b>(863,159)</b>
<b>Cash flows from Investing and Financing Activities*</b>		
<b>Cash was received from:</b>		
Receipts from the sale of property, plant and equipment*		
Receipts from the sale of investments*		
Proceeds from loans with related parties*	53,372	960,682
Capital contributed from owners or members*		
<b>Cash was applied to:</b>		
Payments to acquire property, plant and equipment*	34,921	17,221
Payments to purchase investments*		
Repayments of loans borrowed from other parties*	800,000	
Capital repaid to owners or members*		
<b>Net Cash Flows from Investing and Financing Activities*</b>	<b>(781,549)</b>	<b>943,461</b>
<b>Net Increase / (Decrease) in Cash*</b>	<b>110,770</b>	<b>80,302</b>
<b>Opening Cash*</b>	<b>80,302</b>	<b>-</b>
<b>Closing Cash*</b>	<b>191,072</b>	<b>80,302</b>
<b>This is represented by:</b>		
Bank Accounts and Cash*	191,073	80,302