

TENANT AND MEMBER NEWSLETTER



Message from our CEO- Lizz Bott

I can't believe we're at the end of another year!

Although Queensland has avoided the worst of lockdowns economic pain, we are well and truly in the midst of a national housing crisis. Every day my team and I take calls from people desperate for housing. I expect this crisis to worsen next year as the National Rental Affordability Scheme winds down across the state.

The escalating housing crisis has seen the Queensland State Government accelerate funding and reform to boost social and affordable housing options for those most in need. We're particularly keen to see how we might be able to contribute to the rollout of the Queensland Housing Investment Growth Initiative (QHIGI), which will see over 6000 new homes for Queenslanders across 2021-25.

This growing housing crisis underpins our resolve to implement the Better Homes for the Future Strategy. We have an obligation to ensure that Jacaranda Housing's assets are maximised in order to provide housing to as many people as possible.

The holiday season can be tough for many of us. If you can, take time to check in with loved ones and friends over the Christmas break. On that note, we are hosting a Christmas Event for tenants on 15 December. It would be lovely to see as many of you there so that we can share food and celebrate the year together. You can find all the details further in this newsletter.

On a final note, please stay safe this holiday season. November gave us a taste of what might be a rough storm season for Brisbane, which is why we've included some tips on preparing for bad weather below. State borders are also opening and it is inevitable that COVID-19 will circulate throughout the community.

Please get vaccinated, check in on one another, and stay well. I look forward to seeing you all next year.

- Lizz

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Operating hours over the Holiday Season

Jacaranda Housing's office will be closed from 4.30pm Thursday 23 December 2021 for the holiday season. Check the end of the newsletter for information on emergency maintenance during our closure. Staff will be available for emergencies.

We will re-open on Monday 10 January 2022.

Please note our office will also be closed for the Australia Day public holiday on Wednesday 26 January 2022.

Support during the Holiday Season

For some, Christmas and the end of the year can be a very difficult and stressful time.

If you are feeling overwhelmed or like you need some extra support, we encourage you to reach out and ask for help.

There is support available and importantly organisations like Lifeline (13 11 14) and Beyond Blue (1300 22 4636) are available 24/7.

During this time it's important to take time for self-care. It can also be helpful to check in with others if you are feeling strong enough.

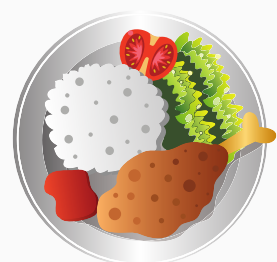
Communify are also hosting a Christmas Day Lunch at Suncorp Stadium. Spaces are limited so you can book your spot by calling Kate on (07) 3510 2700 or emailing kater@communify.org.au. RSVP's close 15-Dec or when the event is booked out.

Brisbane Free Food Locations over Christmas

Please find a link below to free food services that will continue over the Christmas and New Year period.

[Click here to download this guide](#) to Christmas services. You can also call us on (07) 3392 8848 and we will post a copy to you.

This guide also features health contacts, emergency relief and organisations offering Christmas hampers.



COVID-19

This month, Queensland will open its borders to the rest of Australia. This means COVID-19 will start to circulate in our community.

If you haven't already, you should speak with your GP or book to get vaccinated as soon as possible.

The Queensland Government is implementing restrictions for those who are unvaccinated. From 17 December 2021, unvaccinated people will be unable to:

- visit vulnerable settings, including hospitals, residential aged care, disability accommodation services, and prisons.
- attend hospitality venues such as hotels, pubs, clubs, taverns, bars, restaurants or cafes
- attend indoor entertainment venues such as nightclubs, live music venues, karaoke bars, concerts, theatres or cinemas
- attend outdoor entertainment activities such as sporting stadiums, theme parks or tourism experience like reef excursions
- attend festivals – either indoor or outdoor – such as musical festivals, folk festivals or arts festivals
- attend Queensland Government owned galleries, museums or libraries.

About the COVID-19 vaccine

The COVID-19 vaccine is safe and effective and will protect you from COVID-19.

All vaccines given in Australia have passed tests to prove they are safe and work well.

The COVID-19 vaccine is free and you can choose to have the vaccine or not.

You need two doses of the COVID-19 vaccine. You can receive a booster dose 6 months after your second dose.

How to book your vaccination

There are several options for you to get vaccinated in Queensland:

- Book or walk in to a Queensland Health vaccination location
- Make an appointment with your GP
- Phone and make a time to visit a Pharmacy.

[Click here to find more information](#) about how to book a vaccination.





Jacaranda Housing Tenants are invited to a **Tenant Christmas Event**

**Bring your family, carer or best friend and
spend time together.**



When: Wednesday, 15 December from 1:00pm to 3:00pm.

Where: Ithaca Hall - 99 Enoggera Terrace, Red Hill

Who: Tenants and their family and friends.

Tea, coffee and light refreshments will be provided

RSVP's ARE ESSENTIAL.

Please book by 9.00am Monday 13 December

You can let us know if you will attend by either:

Calling (07) 3392 8848 OR

Emailing info@jacarandahousing.com.au



Tenant Updates

Prepare for Storm Season

Every year, Brisbane experiences severe weather, including summer storms.

Please advise Jacaranda Housing if you notice any leaking in your home, or see gutters overflowing.

When a severe storm approaches, make sure you have your mobile phone close by, and it has a fully charged battery.

Listen to a local Brisbane radio station for information and disconnect all electrical appliances. Place your vehicles under cover or cover with tarpaulins or blankets. Shelter and secure your pets and animals.



Scam Awareness

Did you know around one third of people who are scammed never tell anyone?. One of the reasons someone who's been scammed might not report it is that people can feel shame or embarrassment about what has happened to them. However, by talking about scams we can reduce the stigma and work together to stop them.

The best way to protect yourself is through awareness and education.

The Little Black Book of Scams is recognised internationally as an important tool for consumers and small businesses to learn about scams including:

- the most common scams to watch out for
- the different ways scammers can contact you
- the tools scammers use to trick you
- the warning signs
- how to protect yourself, and
- where you can find help.

[You can download the Little Black Book here.](#)

Alternatively, please call Jacaranda Housing on (07) 3392 8848 and we will post a copy to you.

You can also find more information on how to protect yourself against scams [by visiting the Australian Government's ScamWatch website.](#)



Jacaranda Tenants Advisory Group (JTAG)

JTAG is a tenant representative group which aims to discuss issues and exchange ideas between Jacaranda Housing and tenants, and to be proactive in arranging activities that promote a sense of inclusion in the Jacaranda Housing tenant group, and with the broader community.

If you'd like to participate in JTAG, call us on 3392 8848 or email info@jacarandahousing.com.au



Concessions, support, and training opportunities

Brisbane Seniors Online



Brisbane Seniors Online is a not-for-profit group that provides in-home tuition on a one-on-one basis for seniors and over 50s who would like to become computer savvy and confident in using modern technology using volunteer mentors (tutors).

Lessons can be undertaken in the learner's home, local library, our offices, or other mutual locations.

Learners are matched with a suitable Mentor who volunteers their time to help with the learning process.

If you'd like tuition through Brisbane Seniors Online, or would like to volunteer as a mentor, please contact 3393 2225, or email publicity@bsol.asn.au.

You can also search for Brisbane Seniors Online on Facebook.

Financial Counselling Service



FREE FINANCIAL COUNSELLING SERVICE

This free service includes assistance with any matter in relation to debt such as:

- Rent arrears (overdue or outstanding rent) - current or previous properties
- Utility debt in current or previous properties - electricity, gas, phone, water
- Credit - such as loans, credit cards and consumer leases
- Fines - at any stage
- Complaints about your utility or credit

We can also assist with:

- Analysing your current financial situation
- Budgeting
- Managing your debt
- Advice and information on credit and bankruptcy
- Referring you to other services that may be able to help you

If you would like to know more, contact us on:

1300 744 263

9am – 5pm, Monday – Friday
(with extended hours to 7pm Tuesdays and Wednesdays)

Our confidential financial counselling service supports private renters in Queensland.

www.tenantsqld.org.au

Funded by



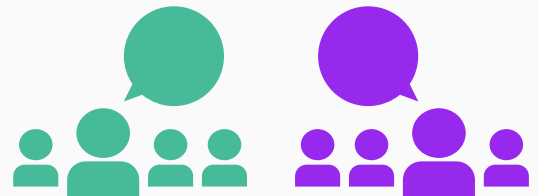
Member Update

Annual General Meeting (AGM)

Jacaranda Housing held its AGM on Saturday 20 November 2021.

We congratulate new Tenant Director, Sheilagh Gaddes, who was elected at this year's AGM.

We also thank outgoing Tenant Director, Shane Mullins, for his contribution to Jacaranda Housing.



Debra Fletcher, Dale O'Donohue, and Velvet Pesu also nominated to join the Constitutional Change Committee, which will review and provide feedback to the Board of Jacaranda Housing and membership regarding the Company's governing document.

The Committee includes:

- Chair: Adrian Pisarski
- Vice-Chair: Katherine Visini
- George Zukiwskyj
- Pam Britton
- Shane Mullins
- Lizz Bott

Better Homes for the Future Update

The Better Homes for the Future Strategy is progressing well.

Jacaranda Housing has added a new property to its portfolio, and we're happy to report that one of our tenants is excited to move to a better home this month.

Several unoccupied properties have also been listed for sale and proceeds will be allocated toward the purchase of new homes very soon.

Jacaranda Housing is working hard to acquire new homes in a challenging housing market. We thank tenants for their patience as we secure better fit-for-purpose homes into the new year.

Appointment of CEO to CHIA QLD Board of Directors

Jacaranda Housing is proud to report that its CEO, Lizz Bott, was elected to the Board of the Community Housing Industry Association (CHIA) Queensland!

Established in 2014 by community housing industry leaders in Queensland, CHIA QLD is the independent industry body representing community housing providers in Queensland.

Lizz will be working with the CHIA Board on delivering its agenda for next year, which will continue its work as an effective and influential voice on public policy (particularly around demand and supply of affordable housing). Lizz will also work with the Board to ensure CHIA QLD promote the social and economic impact of community housing.



Member Update

Annual Review 2020-2021

Jacaranda Housing was delighted to publish it's latest Annual Review this year.

At Jacaranda Housing's Annual General Meeting, the Chair and CEO acknowledged that it had been a challenging year for the organisation, but there is plenty for us to all celebrate and be proud of.

We encourage you to have a [read of the Annual Review here](#).

You can also call our office on (07) 3392 8848 and request a copy be posted to you.



Membership Communications

Don't forget about our members mailbox for members to communicate directly to the Board.

Please email members@jacarandahousing.com.au for general membership enquiries. This mailbox is monitored by the Chair of the Governance Committee, Sharon Elliott.

Remember - all other enquiries relating to tenancy matter or new membership applications need to be sent to info@jacarandahousing.com.au



Christmas Desserts

Christmas Trifle

Ingredients

- 85 gram raspberry jelly crystals
- 250 gram sponge cake, cut into 2.5cm pieces
- 1/4 cup sweet sherry
- 1/4 cup custard powder
- 1/4 cup caster sugar (superfine)
- 1/2 teaspoon vanilla extract
- 1 1/2 cup milk
- 825 gram canned sliced peaches, drained
- 2 1/3 cup thickened (heavy) cream

Instructions

1. Make jelly according to directions on packet; pour into shallow container. Refrigerate 20 minutes or until jelly is almost set.
2. Arrange cake in 3-litre (12-cup) bowl; sprinkle over sherry.
3. Blend custard powder, sugar and extract with a little of the milk in small saucepan; stir in remaining milk. Stir over heat until mixture boils and thickens. Cover surface of custard with plastic wrap; cool.
4. Pour jelly over cake; refrigerate 15 minutes. Top with peaches. Stir 1/3 cup of the cream into custard; pour over peaches.
5. Whip remaining cream; spread half over custard. Spoon remaining whipped cream into piping bag fitted with large fluted tube; pipe over top of trifle. Refrigerate 3 hours or overnight.



Caramilk Truffles

Ingredients

- 250g pkt Malt 'O' Milk biscuits
- 50g (1/2 cup) flaked almonds, toasted
- 3 x 180g blocks Cadbury Caramilk chocolate, chopped
- 395g can sweetened condensed milk
- 45g (1/2 cup) desiccated coconut



Instructions

1. Place biscuits and almonds in a food processor and process until fine crumbs form.
2. Place one 180g block of Caramilk chocolate in a microwave-safe bowl. Microwave on Medium, stirring every minute with a metal spoon, for 2-3 minutes or until melted and smooth. Add the melted chocolate, condensed milk and coconut to the biscuit mixture. Stir until well combined.
3. Line a baking tray with baking paper. Roll 2 teaspoonfuls of the biscuit mixture into a ball. Transfer to prepared tray. Repeat with remaining biscuit mixture. Place in the freezer until firm.
4. Place the remaining chocolate in a microwave-safe bowl. Microwave on Medium, stirring every minute with a metal spoon, for 2-3 minutes or until melted and smooth. Use a fork to dip balls in melted chocolate, allowing excess to drip off. Return to the tray. Place in the fridge until set. Serve.

Emergency and After Hours Contact List

Emergency Contacts List		
Service	Name	Contact Number
Jacaranda Housing	<i>After Hours Number and CEO contact</i>	0408 798 951 or 0439 942 438
After Hours Electrician	<i>Helix Electrical</i>	0409 266 297
After Hours Plumber & Gas Repairs	<i>GRK Plumbing</i>	07 3277 9190
Smoke Alarm Services	<i>Safe Home Services</i>	1300 20 12 29
Community Housing Provider	<i>Jacaranda Housing (business hours)</i>	07 3392 8848
Emergency Services	<i>Police/Ambulance/Fire Brigade</i>	000
State Emergency Services	<i>SES</i>	13 25 00
QLD Government Health Advice	<i>13 HEALTH</i>	13 432584
General Police Matters	<i>Police Link</i>	131 444
Council – Brisbane Region	<i>Brisbane City Council</i>	07 3403 8888
Council – Redlands Region	<i>Redland City Council</i>	07 3829 8999
Water Services – Brisbane Region	<i>Queensland Urban Utilities</i>	13 23 64
Water Services – Redlands	<i>Redland City Council</i>	07 3829 8999
Tenant Support Services		
Service	Name	Contact Number
Tenancy Support	<i>Residential Tenancies Authority</i>	1300 366 311
Tenancy Support	<i>QSTARS (Tenants Queensland)</i>	1300 744 263
Tenancy Support	<i>Rent Connect</i>	13 74 68
Bond Loan Support	<i>DCHDE – Bond Loan Team</i>	1300 650 282
Department of Communities and Housing	<i>DCHDE – General</i>	07 3034 9800
Department of Communities and Housing	<i>Fortitude Valley Housing Service Centre</i>	07 3034 6500
Domestic Violence Support	<i>Brisbane Domestic Violence Service</i>	07 3271 2544
Domestic Violence Support	<i>DV Connect – Women’s Line</i>	1800 811 811
Domestic Violence Support	<i>DV Connect – Men’s Line</i>	1800 600 636
Domestic Violence Support	<i>DV Connect – Sexual Assault Line</i>	1800 010 210
Domestic Violence Support	<i>Aboriginal Family Domestic Violence</i>	1800 019 123
Mental Health Support	<i>Beyond Blue</i>	1300 224 636
Personal/Crisis Support	<i>Lifeline</i>	13 11 14
Support Services - General	<i>St Vincent De Paul</i>	[07] 3010 1000
Support Services - General	<i>Anglicare Southern Queensland</i>	1300 610 610
Support Services - General	<i>Salvation Army</i>	13 72 58

