

# TENANT AND MEMBER NEWSLETTER



## Message from our CEO- Lizz Bott

It's been a challenging start to the year with our office in Yeerongpilly closed due to flooding. We have been working hard to support tenants affected by floods, source a new office, roll out the Better Homes for the Future Strategy; all while delivering our normal day-to-day operations.

Despite these challenges, I remain optimistic and energised for the year ahead.

In May, we saw the election of a new Labor Government under Anthony Albanese. Labor has committed to build 30,000 new social and affordable housing dwellings over the next five years. We welcome this investment as we believe everyone has a right to safe and secure housing.

Queensland will continue to confront a housing crisis as we face low vacancy rates and the wind down of the National Rental Affordability Scheme. I expect housing and homelessness to continue as a central issue over the coming years; especially when updated figures on homelessness are released as part of the 2021 Census. In 2016, 116,427 people were classified as homeless, which was up from 102,439 in previous counts. It's likely we will see a significant increase in homelessness statistics, with continued urgency needed from all levels of governments to coordinate and deliver more housing supply.

The housing crisis is why its so important for Jacaranda to continue along with its Better Homes Strategy. Despite a frantic residential property market in Brisbane, we have been successful in securing new homes for our tenants and those on the social housing register. Check out our Better Homes update later in the newsletter for more details on our new acquisitions.

On a final note, we know cost-of-living pressures have been rising this year and see the impact on our community. We have included information on financial counselling and support in this newsletter, but you can also call us if you need help linking with support.

Stay safe and well.

- Lizz

## This issue:

Message from the CEO

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- Concessions, support and training
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RECONCILIATION AND PRIDE

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# Tenant Updates

## Office Update

Our office building in Yeerongpilly was seriously impacted by the February flood event and we are unable to return to our office space.

Despite this challenge, our operations have continued with the offer of temporary office space at BRIC Housing in Spring Hill. Jacaranda appreciates the support from BRIC to allow us to continue some what 'normal' operations until a new office space is secured.

We will be in touch with all tenants soon to provide an update once a permanent space for our operations is finalised.

Please be assured that our team will continue to be available via phone and email for all your tenancy requirements. You can reach our team on (07) 3392 8848 or via email [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)



## COVID and Flu Season

### Advice from Queensland Health

Queensland is facing a severe flu season this year. Complications from flu can be lethal, so it's important to get a flu jab every year, and the Queensland Government has announced that vaccinations are **FREE** this year.

There is also the chance that you could get COVID-19 and the flu at the same time, particularly if you have not been vaccinated against one or both. Importantly, getting vaccinated against the flu helps protect vulnerable people who cannot get vaccinated, such as infants and people with weakened immune systems.

Both the flu virus and the virus that causes COVID-19 are circulating this year, with symptoms that can be similar.

Find out more about staying safe this Flu Season by visiting the [Queensland Health website here](#).



## Brisbane City Council Waste Vouchers

Brisbane City Council issues free waste vouchers annually to Brisbane households. Each household receives ten 100-kilogram vouchers for general waste or uncontaminated green waste.

You should start to receive these vouchers in the mail over the coming months.

If you don't think you will use the vouchers, you're welcome to donate them to Jacaranda Housing and we will provide these to any tenants looking to spring clean or downsize.

# Tenant Updates

## Energy Saving Tips this Winter

Research has shown Queenslanders can face up to 30% higher power bills during Winter.

So what can you do to save money during these Winter months?



### 1. Dress for the season

Put on some warmer clothes before you crank up the heating. Each additional degree of heating adds between 5% and 10% to your energy use.

### 2. Shut the door on wasted energy

Heating the entire house can waste a lot of money. Shut the door to areas you aren't using (like bathrooms and the laundry). Only heat the rooms you're using.

### 3. Turn it off

Turn off your heaters before going to bed and when you're leaving the house.

### 4. Let the sun shine in

Open your curtains when the sun is shining and close them when it's getting dark.

### 5. Don't use the shower to warm up

Hot water accounts for about 25% of the average bill. Try to avoid the temptation of using the shower to get warm. Aim for a 4 minute shower and consider purchasing a heat lamp.

### 6. Shop around and switch to save

Don't assume your existing energy provider is offering you the best deal available. Look at government price comparison websites to check which provider has the best rates. You can also contact your current provider to ask them if there's a better deal they could put you on right away. Most people can compare electricity and gas offers on [energymadeeasy.gov.au](http://energymadeeasy.gov.au)

### 7. Use a 'solar' clothes dryer

Clothes dryers are very convenient—but remember you're paying for this convenience. Try not to always put your clothes into the dryer. Use free energy from the sun and the wind to dry your clothes if you can. If you don't have a clothes line you can put clothes racks out in the sun and fresh air. Or you could dry clothes indoors on a rack when the heater is already on.

### 8. Turn off gadgets and appliances

Standby power uses up to 3% of the electricity used in your home. Any appliance with a little light on it is using energy even if you're not using it. Turn off unused appliances at the wall.

You can [click here](#) to find more energy saving tips.

*Advice is from the Australian Department of Industry, Science, Energy and Resources.*

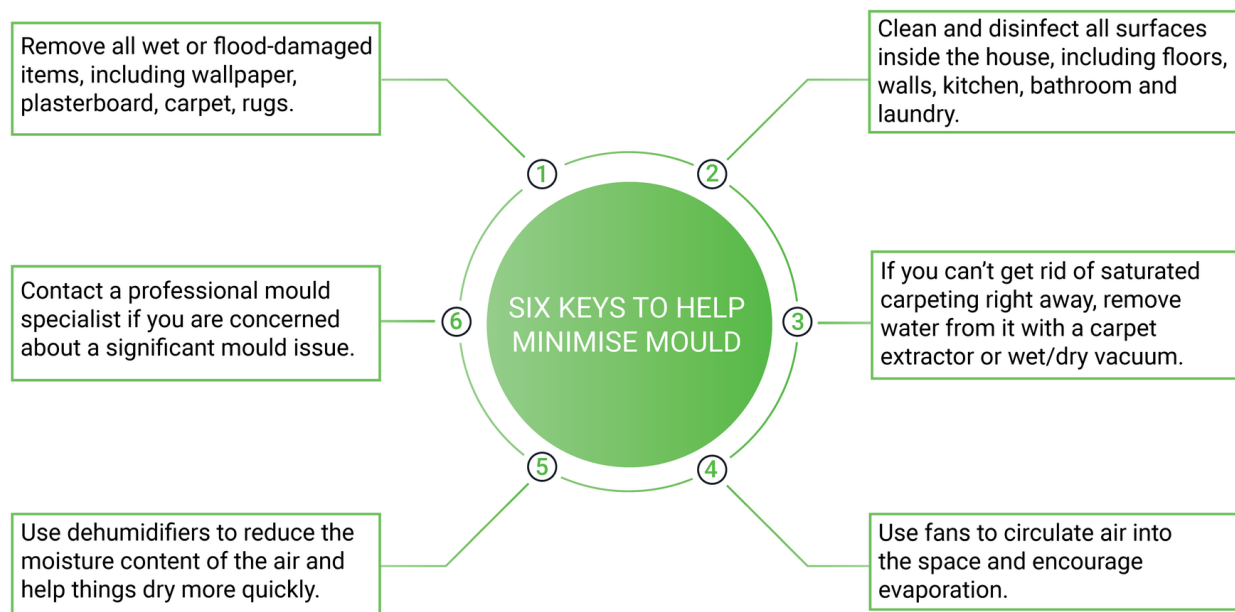
# Tenant Updates

## Rain and Mould

South-East Queensland has seen heavier-than-usual rain, which means that more tenants are experiencing mould in their homes.

If you are experiencing persistent or significant mould in your property, please let us know and we will discuss managing mould with you.

For mould issue and prevention, [click here](#) or the image below for advice from our Mould Contractors.



## Smoke Alarms- Important Reminder

Although nobody is happy to have Smoke Alarms chirping late at night, they are there for your safety so please do not remove them!

If these alarms begin to go off, you can follow the below procedure:

**STEP ONE:** Check for fire – if there is a fire present, evacuate immediately and call 000 from safety. If there is no fire, proceed to Step Two.

**STEP TWO:** Find initiating smoke alarm with flashing red light.

**STEP THREE:** Press hush on initiating alarm to silence all smoke alarms (Press and hold for 3 seconds)

[You can download the full guide to managing these Smoke Alarms here.](#)



## Concessions, support, and training opportunities

### Free Rapid Antigen Tests

Eligible Commonwealth concession card holders can now access free rapid antigen tests (RATs), including Health Care Card, Low Income Health Card, or Pensioner Concession Card. Cardholders can access up to 10 RATs over a 3 month period (max 5 over a 1 month period) through community pharmacies. [Click here to find out more.](#)

### Free TAFE and Apprenticeships for under 25's

**Free TAFE** for under 25's will be available to eligible Queenslanders in 26 priority certificate III qualifications available at TAFE Queensland and Central Queensland University. This means the Queensland Government will cover the full cost of training in a high priority qualification, so eligible students don't contribute to training fees. (However, students may incur related costs such as uniform and resource costs).

[Click here for more information](#) about free TAFE.

The Queensland Government will also cover the cost of your training with a training provider if you choose a **high priority apprenticeship** or traineeship. Just choose the qualification you want, land an apprenticeship or traineeship with an employer and the government will cover the cost of your training. Your employer will pay your wages, and you might have to meet costs related to any uniform or other training resources.

[Click here for more information](#) about free Apprenticeships.

### Pensioner Concession Card or Health Care Card

If you hold a Pensioner Concession Card or Health Care Card, you may be eligible for:

- Concession fares on [public transport](#) and [long-distance rail](#) services.
- Concessions on motor vehicle and recreational boat [registration](#).
- [Electricity and reticulated gas](#) rebates.
- Free prescription [spectacles](#).
- Free [dental care](#).
- Concessions on [medicines](#) covered by the Pharmaceutical Benefits Scheme.

You can [click here to read more](#) about these concessions.

### Inner Brisbane Free Food Locations & Times

The Community Canteen publish a regular bulletin of food and other emergency support available across inner-Brisbane. [You can check out this list of services here.](#)



# Upcoming Events - Brisbane

## Brisbane City Council - Active and healthy events

Brisbane City Council offers a variety of fitness and well-being activities for individuals of all ages, fitness levels and abilities. Get active at free fitness classes, or take advantage of low-cost activities to help improve your health. Try yoga, tai chi, group bike rides, Zumba, boxing, aqua aerobics and GOLD events for seniors.

[Click here to find out more about these events.](#)

## Sunday Social on the Green

You can find **FREE** live music performances, lawn games and seating on the lush River Quay Green every Sunday afternoon from 2pm-5pm.

This weekly event will showcase some of Brisbane's best musicians, all set against the backdrop of the Brissie skyline. Pack a picnic, relax and enjoy a relaxing end to the week!

**WHERE:** River Quay Green, Clem Jones Promenade, South Brisbane QLD, Australia



## Free guided tour of Government House

Take a guided tour of Government House, including the stately Dining Room, Drawing Room, Investiture Room and Small Sitting Room, and enjoy the extensive art collection on display.

[Click here to book online.](#)



## Free New Farm Seniors Group

Join Community every week at the New Farm Neighbourhood Centre for fun & social activities! These events are hosted 9.30am - 12.00pm every Wednesday for people over 65.

[Click here to register your interest](#) or call Community on (07) 3510 2700.

# Upcoming Events - Redlands

## Art Upstairs

The Grand View Hotel in conjunction with Old Schoolhouse Gallery are showcasing a NEW selection of artworks for Summer. All works are by extraordinary Redlands Coast artists and are all for sale from the hotel.

This free event features Arts and crafts, Exhibitions and displays, Food and drink.

Friday, 1 April – Friday, 1 July 2022  
49 North Street, Cleveland

[Click here to find out more](#)



## Queen's Jubilee Garden Party

As part of the 'Our Colourful Commonwealth' exhibition Redlands Centre for Women, Old SchoolHouse Gallery and Lions Club of Redland City invite you to a 'Royal Event' 'Queen's Jubilee Markets & Garden Party'

This event features crafts, toys, household items, homemade cakes, jams, relishes and sweets, bric-a-brac, honey, candles, jewellery, fine Art, artisan gifts, photography, woodwork, pottery, silver & bead jewellery, silk scarves, books, Devonshire Tea, sausage sizzle and more!

Sunday 12 June  
8.30am to 3.00pm  
Linear Park Shore Street North Cleveland

[Click here to find out more](#)



# Tenant Updates

## Financial Management and Counselling

Many Queenslanders are finding it harder to make ends meet. If you're finding it difficult to manage cost of living pressures this year, you're not alone. The following services and resources may be able to help:

### Financial Support Services

#### **MoneySmart**

The MoneySmart website is an Australian government initiative to help people manage their money well. It includes a number of resources and templates that you can use to easily track your expenses. [Click here to visit their website.](#)

#### **National Debt Hotline 1800 007 007**

This hotline is a free not-for-profit service that helps people tackle their debt problems. Their financial counsellors offer a confidential service, and the NDH can refer you to local supports too. [Click here to visit their website.](#)

#### **The Salvation Army**

When you can talk through your situation with their caring, professional counsellors, you'll receive personalised advice on how to get through your money problems, and avoid trouble in the future. [Click here to find out more about their financial support service.](#)

### Financial Resilience Program

The Financial Resilience program can help you improve your financial knowledge, access affordable financial products and manage the factors that are contributing to your financial difficulties, including:

- helping you develop and maintain budgets
- undertaking straightforward negotiations with creditors
- linking you with specialist support services (e.g. gambling help)
- helping you access low cost financial products such as no interest loans.

Qualified financial counsellors are able to help resolve more complex financial problems, and can undertake complex negotiations with creditors about restructuring debts.

The following organisations may be able to assist through this Program:

#### **Kyabra Community Association Financial Counselling Service**

(07) 3373 9499

[Click here to access their website](#)

#### **UnitingCare Community Financial Counselling Service**

1800 007 007

[Click here to access their website](#)

#### **Wesley Mission Queensland - Brisbane Relief Hub**

(07) 3216 1579

[Click here to access their website](#)



# Member Update

## Better Homes for the Future Update

Jacaranda Housing has successfully purchased an additional four better homes to provide to tenants as well as Queenslanders needing social and affordable housing. These homes are in terrific areas of Brisbane; including Newstead, Windsor and Bowen Hills. That's **five** new properties in total since announcing our Better Homes Strategy!



NEWSTEAD 1  1  1 

Modern apartment complex  
Large bedroom with ceiling fan and built-in robe  
Modern kitchen with ample storage  
Open plan living area and covered balcony



NEWSTEAD 1  1  1 

Modern apartment complex  
Large bedroom with ceiling fan and built-in robe  
Modern kitchen with ample storage  
Open plan living area and covered balcony / storage



WINDSOR 2  2  1 

2 Bedrooms (main bedroom with ensuite)  
Open plan living area with air-conditioning  
Modern kitchen with stone benchtops and ample cupboards  
Lift in complex for easy and convenient access to the apartment



FITZGIBBON 1  1  1 

Modern apartment complex  
Large bedroom plus built-in robe  
Kitchen with stainless steel appliances and gas cooktop  
Open plan living area and covered balcony

We also supported another Jacaranda Housing tenant to relocate this year, and they are thrilled with their new unit.

“ I was a bit nervous about moving and how I would settle into a new unit. Although it was a bit of work packing up the house, I love my new home now that I'm here. It's great to be so close to public transport and the shops and its easy to keep on top of cleaning around the home. It was important for my pets to be able to come with me to the new unit and I'm happy to say that they've settled in really well!

- Rose (not their real name for privacy reasons)

We are continuing to progress the Better Homes Strategy with several more properties under assessment and we will keep you updated very soon!

# Reconciliation and Pride

## National Reconciliation Week 2022

In May, Jacaranda Housing marked National Reconciliation Week.

This year's National Reconciliation Week theme, **Be Brave Make Change** is a challenge to all of us to Be Brave and tackle the unfinished business of reconciliation so we can Make Change for the benefit of all Australians. Change begins with brave actions in your daily life - where you live, work, play and socialise.

We reflected on the message that we should take these actions with us every day of the year, not just during National Reconciliation Week. We also recognise that Aboriginal and Torres Strait Islander people are the most disadvantaged in our community when it comes to housing and homelessness and as a nation, we need to do better.

[You can click here to find out more about National Reconciliation Week.](#)



## Pride Month: June 2022

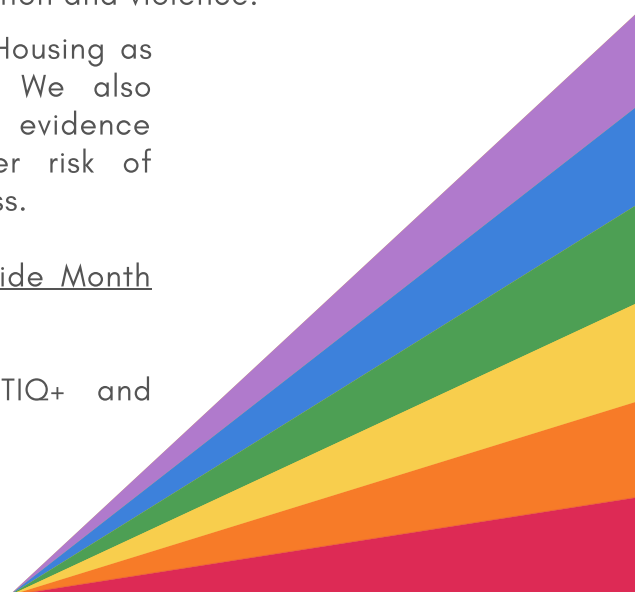
Every June, Pride Month celebrates the diversity of the lesbian, gay, bisexual, transgender and intersex community.

It's a time to reflect on just how far civil rights have progressed in half a century and an opportunity to protest discrimination and violence.

We recognise Pride Month here at Jacaranda Housing as part of our commitment to social justice. We also recognise that research and practice evidence demonstrates LGBTIQ+ people are at higher risk of homelessness and have specific needs to address.

You can [click here to find out more about Pride Month events in Brisbane.](#)

You can also find out more about LGBTIQ+ and homelessness [by clicking here.](#)



# Winter Recipes

## Chilli Con Carne

### Ingredients

- 1 tbsp olive oil
- 1 brown onion, finely chopped
- 2 celery sticks, finely chopped
- 500g extra lean beef mince
- 3 tsp Mexican spice mix
- 2 tsp ground cumin
- 115g (1/2 cup) red lentils
- Mutti Polpa Finely Chopped Tomatoes 400g
- 120g chargrilled capsicum strips, drained
- 400g can black beans or kidney beans, rinsed, drained
- 1/2 cup chopped fresh coriander
- 2 long fresh green chillies, sliced
- Natural yoghurt, to serve (optional)



### Instructions

1. Heat the oil in a large heavybased pan over medium-high heat. Add onion and celery, and cook, stirring, for 1-2 minutes. Add mince and cook, breaking up any large pieces with a wooden spoon, for 4 minutes. Add the spice mix and cumin. Season well.
2. Stir in lentils and tomato. Add 375ml (1½ cups) water. Bring mixture to the boil. Reduce heat and simmer, uncovered, for 20 mins or until the lentils are cooked and mixture has thickened.
3. Stir through the capsicum and beans, and cook for 1-2 minutes. Stir through half the coriander and half the chilli. Divide chilli con carne among serving bowls. Scatter with the remaining coriander and chilli. Serve with yoghurt, if using.

## Sticky Date Pudding

### Ingredients

#### Pudding

- 60g butter, softened
- 3/4 cup caster sugar
- 2 eggs
- 1 1/4 cups dates chopped
- 1 cup boiling water
- 1 tsp bicarbonate of soda
- 1 1/2 cups self-raising flour
- 1/8 tsp vanilla essence

#### Sauce

- 1/4 cup golden syrup
- 125g Butter
- 1 cup brown sugar
- 1 cup thick cream



### Instructions

1. Mix dates and bicarbonate soda in a bowl. Pour over the boiling water and stand for 30 mins.
2. Cream the butter and the sugar.
3. Add the eggs one at a time and beat well.
4. Fold in sifted flour and stir in date mixture and vanilla.
5. Pour into a greased, rectangular, ovenproof dish.
6. Cook for 30-40 minutes at 170C or until firm when touched in the centre.
7. Sauce: Melt the butter, sugar and golden syrup. Stir until dissolved.
8. Remove from the heat and stir in the cream.
9. Cut the pudding into squares and serve with the sauce, cream and/or icecream.

# 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>	<a href="tel:0730101000">(07) 3010 1000</a>
Support Services - General	<i>Anglicare Southern Queensland</i>	<a href="tel:1300610610">1300 610 610</a>
Support Services - General	<i>Salvation Army</i>	13 72 58



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