

TENANT AND MEMBER NEWSLETTER



Message from our CEO Lizz Bott

I can't believe we are at the end of another year already.

Although Jacaranda Housing's Annual Review and newsletter celebrates its success this year, we recognise that it has been an extremely challenging year for thousands of Queenslanders without a safe place to call home. Our team receive frequent calls and emails asking for housing assistance, and many people are asking for help for the first time. This ongoing housing crisis underscores the importance of our efforts in growing the organisation and providing more housing opportunities for people in need. I'm proud that Jacaranda has acquired so many better homes for tenants and people on the state's housing register this year. We are also pleased to have secured management of a new community housing complex in Lutwyche, which is providing homes for approximately 100 people.

Jacaranda Housing held its Annual General Meeting in November, where members approved to modify the constitution as well as election of new and returning directors. Members also received our Annual Review.

It was great to host this year's **Tenant Christmas Lunch**. This was a great way to celebrate the end of the year and I thank the Lord Mayor's Charitable Trust for their contribution toward this event.

We also want to hear from you on what you want from tenant engagement next year. We had terrific suggestions this year of plant and book swaps and Christmas lunches, but let us know what you want to see and if you are interested in working together to achieve this.

Take care over the Summer as South-East Queensland faces another severe storm season.

Please also look out for one another as there are many vulnerable members of our community experiencing social isolation this holiday season.

- Lizz

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Message from the CEO

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Emergency Contacts

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- Christmas Recipes



Tenant Updates



Office Closure - Holiday Season

Jacaranda Housing will close for the holiday season from 2.00pm Friday 23 December 2022 and open 8.30am Monday 9 January 2023. We will attend to general tenancy enquiries when we return.

We wish you a safe and happy time over the holiday season and look forward to seeing you in the new year.

Emergency Maintenance

For urgent maintenance during the holiday season, please refer to the relevant trades person detailed on the After- Hours Emergency Contact list.

To contact Jacaranda Housing in the event of an after hours emergency, please call: 0408 798 951. More information on emergency maintenance can be found via [Jacaranda Housing's website](#).

Support Services during the Holiday Season

[Click here to find a list of emergency services](#), as well as Christmas hamper and lunch locations around Brisbane this year.

Tenant Christmas Lunch

Thank you to all tenants who attended this year's Christmas Lunch. We look forward to hosting another great event next year!



Smoke Alarms - After Hours Service

Safe Home Services, the contractor that checks and maintains your smoke alarms, now operate an After-Hours helpline.

If you have any issues with your smoke alarms after hours or over the weekend (such as chirping alarms), you can now contact **Safe Home Services directly on 1300 661 025**.

Please continue to contact Jacaranda Housing if you have any issues with your smoke alarms during business hours.



Concessions, support, and training opportunities

State Government Rebates

The Queensland State Government has a range of concessions and grants to help assist with Cost of Living pressures:

\$175 off electricity

Queenslanders will receive a \$175 Cost of Living Rebate on their electricity bill in 2022.

Electricity Rebate Scheme

Helps eligible Queenslanders pay their electricity bill with a rebate of up to \$372 per year.

Textbook and Resource Allowance

Helping parents cover the costs of secondary school text books and learning resources. Parents can sign over the allowance to the school and reduce the fees associated with the school's textbook and resource scheme.

[Click here to find more concessions](#) on the Queensland State Government website.

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.

OzHarvest

OzHarvest has become a leading food rescue organisation on a mission to 'Nourish our Country' by stopping good food from going to waste and delivering it to charities that help feed people in need.

Food Relief for Individuals

If you're an individual looking for help with food, OzHarvest has a free and anonymous search for services in your area. You'll just need to add your suburb and it will display results of places close to you providing food. [Click here to search for food services](#).



Concessions, support, and training opportunities

Financial counselling and support services

National Debt Hotline - 1800 007 007

This hotline is a free not-for-profit service that helps people tackle their debt problems.

[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.](#)

Gambling Help Queensland - 1800 858 858

If you are concerned about your gambling (or someone else's) call the Gambling Helpline on 1800 858 858 for free and confidential support 24 hours a day, 7 days a week. Services include:

- telephone counselling
- crisis support
- information and referral to the closest Gambling Help service for face-to-face assistance.

[Click here to find more information about Gambling Help Queensland](#)



“WHEN GAMBLING
TOOK OVER...”

”

WATCH THEIR STORIES



Membership

Did you know that Jacaranda Housing is a member-based organisation?

Our membership base includes tenants, directors, our staff, community sector supporters and people who are passionate about better housing for people in need.

Members of Jacaranda Housing can also vote at our Annual General Meetings.

Jacaranda is a charitable public company established for public benefit. As a member of Jacaranda Housing, you can support us in our mission to provide safe, secure and affordable housing for Queenslanders.

Join today and help our organisation become even stronger at a time of great housing need.

Jacaranda Housing recently modified its constitution to strengthen governance practices.

A revised membership form is now available on Jacaranda Housing's website.



[Click here to visit Jacaranda Housing's website and find out more about our membership and how to join.](#)

[Click here to find our charitable status at the ACNC and for further information on our organisation.](#)



Australian
Charities and
Not-for-profits
Commission



Upcoming Events - Brisbane

School Holidays in Brisbane

Once Christmas is over, there's tons to do and see in Brisbane over the holiday season.

For tenants with kids, every Friday, Saturday and Sunday Australia's largest free live music program presents local and touring bands and artists on stages in the Queen Street Mall, Post Office Square and other locations around the CBD.

You can also take the kids out at night and discover fairies hiding in Brisbane CBD. From secret fairy doors, magical fairy lights and hidden nooks in The City, there's plenty to explore after dark with the family.

[Click here to access a guide](#) to what's on for kids over the Summer break.

You can also click here to see all the events on **www.visitbrisbane.com.au**



How to find the City Lights:

Enter the City Botanic Gardens adjacent to the Goodwill Bridge to find two large fig trees covered in fairy lights. The sparkling canopy welcomes you into the historic gardens.

Storm Season

Be Prepared

The following tips from Brisbane City Council offer advice on what you should have in your emergency kit and how to stay safe before, during and after a severe weather event.

Brisbane Severe Weather Alert

Register to get free severe weather alerts for your neighbourhood via email, text, phone message or notification through the app. [Find out more here.](#)

Prepare for storms

Before the storm season begins, prepare an emergency kit with these suggested items:

- a portable battery operated radio and torch with fresh or spare batteries and bulb
- a list of Brisbane radio stations for emergency information
- candles with waterproof matches or a gas lantern
- reasonable stocks of fresh water and tinned or dried food
- a first aid kit and basic first aid knowledge
- good supplies of essential medication
- strong shoes and rubber gloves
- a waterproof bag for clothing and valuables and stored in a safe place
- a list of your emergency contact numbers and car charger for your mobile phone

You can also [click here to download 'Flooding in Brisbane - A Guide for Residents'](#) which features information on how to prepare and manage flooding.

You can also click here to visit the Queensland Governments 'Get Ready Queensland' website that features great information on preparing for storms and flooding events.

get
ready
QUEENSLAND

IT'S TIME TO GET READY, QUEENSLAND!

LEARN MORE

Member Update

Annual General Meeting (AGM) 2022



Jacaranda Housing's recent AGM was held on Saturday 26 November 2022. The special resolution to approve modifications to the constitution was approved at this meeting. This is a terrific outcome for Jacaranda and will strengthen the company's corporate governance practices.



Dr Jacqui King (L) and Adrian Pisarski (R) at the 2022 AGM

Aaron Sorensen was re-elected as stakeholder director and Adrian Pisarski was also returned as an independent director and Chair. The Board congratulate both Aaron and Adrian on their reelection.

The Board was also delighted to welcome new stakeholder director, Emile McPhee. Emile is a Special Counsel at McCullough Robertson, where he has practiced in property and finance law for the past 10 years and holds degrees in Law and Science.

Jacaranda also farewelled independent directors Dr Jacqui King and Andrew Quinn at this year's AGM. The Board thank them both for their invaluable contribution to the organisation.



New Stakeholder Director, Emile McPhee



Outgoing independent director Andrew Quinn (L) and re-elected stakeholder director Aaron Sorensen (R)

Member Update

Annual Review

Jacaranda Housing was proud to share its Annual Review for 2021/2022 at this year's AGM.

It has been a rewarding year for Jacaranda Housing despite the challenges of COVID, natural disasters, and an ongoing housing crisis.

We welcomed new staff, secured better homes for tenants and people on the States' housing register, and relocated to a new premises in Spring Hill.



Jacaranda Housing

Annual Review 2021-2022

Jacaranda Housing thanks its members, tenants, and stakeholders for their support and partnership throughout the year.

We pay thanks to:

- The Queensland Department of Communities, Housing and the Digital Economy (DCHDE)
- Bric Housing
- Community Housing Industry Association (CHIA) Queensland
- Elevate Residential
- Hundt Law
- Q Shelter
- Queensland Council of Social Service (QCOSS)



Member Update

Better Homes for the Future

Jacaranda has been busy supporting tenants to relocate to our new homes that are more accessible, easier to maintain, and located in proximity to public transport and amenities.

These better homes are life changing opportunities for people on the social housing register looking for a safe space to call home.

Jacaranda is proud of the properties it has acquired, which are safe, secure and modern homes for people in need of housing.

See below for one of our recent acquisitions in Murrarie.

Progress over the 2021-2022 Financial Year



4

properties have been divested



8

better homes have been purchased



4

households have moved into better homes



4

households from the social housing register has relocated to better homes



Murrarie - 1 Bedroom Unit

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>Bell Plumbing & Maintenance</i> | 07 3354 3300 |
| 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, Housing and Digital Economy | <i>DCHDE– General</i> | 07 3034 9800 |
| Department of Communities, Housing and Digital Economy | <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 |



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Christmas Recipes

Simple Christmas Shortbread

Ingredients

- 125 g caster sugar
- 125 g cornflour
- 2 cups plain flour
- 250 g butter

Instructions

1. Mix all the dry ingredients in a bowl. Add the melted butter and stir until it's all combined.
2. Line a 28cm x 18cm lamington tin with baking paper and press the mixture in.
3. Bake at 170°C for 30 minutes.
4. Remove from oven, cut into 24 squares, sprinkle evenly with caster sugar and prick each piece with a fork.
5. Return to oven for 15 minutes. Cool in tin.



Fully loaded creamy potato salad

Ingredients

- 1kg baby red royal potatoes, quartered
- 2 chorizo, thinly sliced diagonally
- 3/4 cup whole-egg mayonnaise
- 1/4 cup plain Greek-style yoghurt
- 1 1/2 tbsp white balsamic vinegar
- 2 tsp Dijon mustard
- 1 tsp caster sugar
- 3 celery sticks, sliced
- 3 spring onions, sliced
- 60g baby spinach leaves
- 3 hard-boiled eggs, sliced
- 1/3 cup drained pickled baby cucumbers



Instructions

1. Place potato in a large saucepan. Cover with cold water. Bring to the boil over high heat. Reduce heat to medium. Cook potato for 10 minutes or until just tender. Drain. Rinse under cold water. Drain.
2. Meanwhile, place chorizo in a medium frying pan over medium heat. Cook for 8 to 10 minutes or until crisp. Remove from heat.
3. Whisk mayonnaise, yoghurt, vinegar, mustard and sugar in a large bowl. Season. Combine potato, celery, onion, spinach, chorizo, egg and pickled cucumbers in a large serving bowl. Drizzle with dressing. Serve.

Recipes from KidSpot Kitchen and taste.com.au