

# TENANT AND MEMBER NEWSLETTER



## Message from our CEO Lizz Bott

Welcome to our first newsletter for 2023, and I want to take this opportunity to welcome all of our new tenants to Jacaranda Housing.

We have been busy welcoming tenants in the Lutwyche unit complex, preparing new properties recently purchased at Annerley and Newmarket, and continuing our day-to-day service delivery. We are making solid progress in implementing the Better Homes for the Future Strategy. This year alone, we have supported two tenants to move to better homes. We will continue to purchase more properties to make available to our tenants and people in desperate need of housing.

The need for social housing has never been greater in Brisbane. The housing crisis is affecting every section of the community, but as always, those who are most vulnerable are most impacted. Recent reports have shown Brisbane is running out of room to spread outward and create new suburbs. We will and should see more higher-density living to accommodate our growing population as well as house people in need.

Last year saw many people experience social isolation with COVID and flooding impacting vulnerable members of the community. That's why I encourage all tenants to make the most of Neighbour Day this year, which is being held on Sunday, 26 March. This is a day to reach out to a neighbour, friend, or someone in the community to share a cuppa. You never know whether others feel lonely or isolated and wait for someone to take that first brave step. More information about Neighbour Day can be found in this newsletter.

Our newsletter is packed with information, events, and updates for all tenants. We are always open to feedback to ensure we include more of what you want in our newsletter, so don't hesitate to call or email us if you have any content suggestions! Stay safe and well.

- Lizz

## This issue:

Message from the CEO

### TENANT UPDATE:

- Office Closure
- Support and maintenance during holidays
- Kindness and Wellbeing Policy
- Concessions and support
- Membership
- Free Events Brisbane
- Free Events Redlands
- Neighbour Day 2023
- Peer Leadership and Support

### MEMBER UPDATE:

- Better Homes Update

Emergency Contacts

### JUST FOR FUN:

- Autumn Recipes



# Tenant Updates



## Office Closure - Easter Public Holidays

Jacaranda Housing's office will be closed for the Easter Public Holiday.

We will close 4.30pm Thursday 6 April and re-open 8.30am on Tuesday 11 April 2023.

The office will also be closed on ANZAC Day Tuesday 25 April and Labour Day Monday 1 May 2023.

## Support and Maintenance during the holidays

For emergency maintenance outside of business hours, please refer to the after-hours maintenance guide in your tenant handbook or at the end of this newsletter.

In the event of an emergency, you can also call Jacaranda Housing on 0408 798 951.

Please note this number is for emergencies only and if your maintenance or tenancy matter can await business hours, you should contact us then.



# Tenant Updates

## Kindness Matters: Kindness and Wellbeing Policy

Jacaranda Housing is proud to share our Kindness and Wellbeing Policy, which commits to a positive environment for everyone and promotes a culture of kindness, respect, and empathy in our organisation.

The policy outlines our care for the overall wellbeing and quality of life of our tenants, members, directors, employees, contractors, and stakeholders.

Here is a summary of our policy:

- We expect everyone to treat each other with kindness, respect, and empathy, regardless of their position.
- We expect everyone to maintain a positive attitude and avoid engaging in negative or harmful behaviour toward others.
- We expect everyone to maintain a healthy work-life balance and to take appropriate steps to manage their workload and prevent burnout.
- We expect everyone to use appropriate language and avoid derogatory or discriminatory comments or actions toward others.

[You can click here to read the full policy.](#)

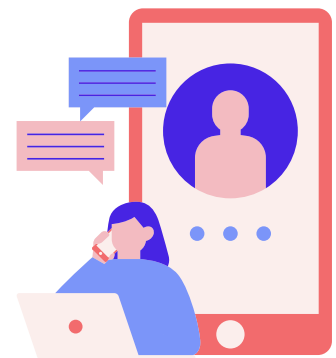


## Communication Practices

As a community housing provider, we are committed to exceptional service and are always here to assist you during our service hours. Whether you have questions about your tenancy or require support, we welcome your calls and are eager to help in any way we can.

We believe treating our tenants and stakeholders with kindness and respect is paramount. Our team is dedicated to providing you with the highest service and professionalism. All of our interactions with you will reflect our commitment to these values.

In turn, we kindly ask that all stakeholders, including tenants and members, treat us with the same level of kindness and respect in phone and written correspondence. This mutual respect will ensure that our communication is productive and effective and that we can continue providing outstanding service.







## Concessions and support

### State and Local Government Rebates

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

#### **Fair Play**

Vouchers of up to \$150 for membership, registration or participation fees to help children from low-income families to participate in physical activity with registered providers. There is a limit of 1 voucher per child per calendar year. [Click here to find out more.](#)

#### **Companion Card**

If you have a disability and a lifelong need for 'attendant care support' in order to participate in community activities and attend venues, the Companion Card can help you with the costs of getting out and about with the support of a companion. [Click here for more information](#)

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

#### **Free Off-Peak Public Transport for Seniors**

Free off-peak travel is available to eligible TransLink go card and Seniors Card + go holders. To learn more check out the free off-peak travel for seniors page and check your eligibility [on the TransLink 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.

### Food Relief

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.](#)

You can also download a '[Free Food in Inner Brisbane](#)' guide [here](#).





## 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](#)

#### Financial Resilience Program

Financial resilience workers build your capacity to understand your financial situation by:

- looking at ways in which credit works
- helping you develop and maintain budgets
- undertaking straightforward negotiations with creditors
- linking you with specialist support services (e.g. gambling help, drug and alcohol services)
- helping you access low cost financial products such as no interest loans.

#### Financial Resilience Providers:

Wesley Mission Queensland – Brisbane Relief Hub  
Address: 316 St Pauls Terrace, Fortitude Valley  
Phone: (07) 3216 1579  
Website: [Wesley Mission Queensland](#)

UnitingCare Community Financial Counselling  
Address: 766 Gympie Road, Chermside  
Phone: 1800 007 007  
Website: [UnitingCare Queensland](#)

# Tenant Updates

## Membership

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

Are you able to support the objectives of our organisation?

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

Our mission is to provide services and housing assistance for the relief of poverty, suffering, distress, misfortune or helplessness by providing subsidised housing options to people who are in need, including underprivileged people, persons in very low income households, and people experiencing housing stress.

Members of Jacaranda Housing can 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.

Our 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 and Easter in Brisbane

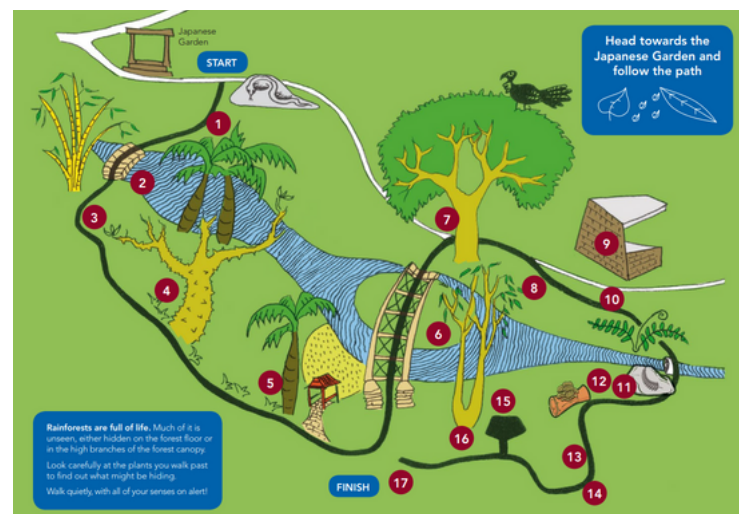
Looking to keep kids entertained these school holidays? Check out free events and activities to do this holiday season.

### Hide 'n' Seek Children's Trail

Children and parents can explore the Hide 'n' Seek Children's Trail set in the heart of the shady Exotic Rainforest in the Brisbane Botanic Gardens, Mt Coot-tha.

Collect a map at the start of the trail and follow it to make sure you spot all the surprises and amazing plant facts.

[Click here for more information](#) or contact our office on 07 3392 8848 for a copy of the trail map.



### 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.

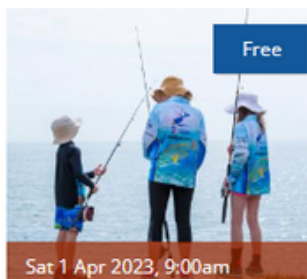
There are events and activities for kids listed on the Council website. [Click here to find out more](#) information about what's on in your area.



Sat 1 Apr 2023, 9:00am

#### Orienteering - Map Run

A recreational activity and sport for all ages and fitness levels using navigational skills with a Smart Phone and a custom made map of the park. You can run...



Sat 1 Apr 2023, 9:00am

#### Fish Wise

Bookings essential. You will have a ball learning the basics of fishing from the award winning team at 2 Bent Rods. Learn to tie a fishing knot, gather bait...

📍 Kookaburra Park - West,



Sat 1 Apr 2023, 10:00am

#### Survivor challenge

Bookings essential. This is the best team games going around. Teams compete in fun but challenging activities for clues or rewards to the next challenge. With...

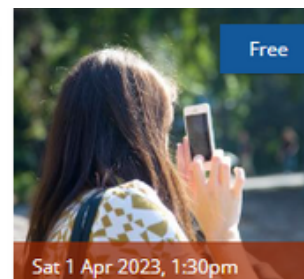
📍 Drevesen Park, 83 Lower



Sat 1 Apr 2023, 10:00am

#### 3,2,1 action, theatre games

Bookings essential. Come and explore drama with us in this dynamic session! Work with an industry professional to participate in competitive theatre games



Sat 1 Apr 2023, 1:30pm

#### Smartphone eco photography

Bookings essential. Bring along a smart phone to this eco photography workshop and see nature through a new lens. Seek inspiration from the trees; look high...





## Upcoming Events - Redlands

### School Holidays and Easter in Redlands

#### **Wynnum North Mangrove Circuit**

The Wynnum Mangrove Circuit is a great short walk for kids. The Boardwalk links to a bird hide overlooking tidal saltmarshes and the Lota Creek Boardwalk links to bushwalking tracks in the reserves on the southern side of the creek.

The walk is wheelchair and pram friendly and there is seating along the way.

[Click here for more information.](#)



#### **Redland Youth Plaza**

The Redland Youth Plaza is a large outdoor recreation space where young people can skate; ride bikes; attend events; and enjoy sport, art and other social activities.

The plaza is located on Old Cleveland Road, Capalaba. It boasts one of the biggest skate and BMX facilities in Queensland.

[Click here for more information.](#)





# Tenant Updates

## Neighbour Day 2023

### Neighbours Every Day

Create Belonging  
Sunday 26 March 2023



### What is Neighbour Day?

Neighbour Day is a call-to-action day for Relationships Australia's Neighbours Every Day social connection campaign. It aims to support and enable sustainable respectful relationships across communities, while also helping to address loneliness.

The theme for 2023 is 'Create Belonging', inviting everyone in Australia to take everyday actions that create social connection and foster respectful relationships.

Celebrations can occur at any time throughout the year; however, the official day is the last Sunday in March. It's the perfect day to connect with existing and new neighbours to build the community you want to live in - and create belonging.

Make your Neighbour Day as big or small as you like – a casual cuppa, a picnic in the park or a simple message of support.

Visit **NeighboursEveryDay.org** to register your event and to access free resources to help you celebrate.

### Ideas — Events can be in person or online

- Host a BBQ with neighbours
- Plan a 'bring a plate' street party
- Organise a game of anything on the local oval
- Have a party on your front lawn
- Meet for afternoon tea in the back paddock
- Enjoy a neighbourhood picnic in your favourite park
- Grab some takeaway coffees and invite your neighbour for a local walk and talk
- Or simply have a cup of tea or a chat with a new or old neighbour.

 @NED\_AUS  /NeighboursEveryDay  /NeighboursEveryDay        Relationships Australia

## Connection Tips to Create Belonging

**Start small.** By making small connections throughout the year, you will build up confidence and grow your network. Check out Connection Conversation Cards on [Relationships Australia website](#) for some helpful and fun conversation ideas.

**Volunteer at a local community organisation** AND if you can, invite a neighbour or friend or family member to volunteer with you. Shared experiences and activities can be a good way to get to know others in a relaxed environment – and to feel part of something bigger.

**'Cuppa by the kerb'** – Bring your own cuppa and snack – AND meet in your street! Invite people you know and people you don't OR ask those you do know to bring someone new.

**Get out there.** Hang out on your verandah or in your front garden if you have one, or perhaps spend a bit more time at your letter box. Try going for short walks. Spend time in communal areas, shared or mixed-use spaces where you're more likely to catch up with people. This will create more opportunities to connect with your neighbours. Be that person. Smile, wave, say hello.

[Click here to find more connection tips!](#)

# Tenant Updates



## Housing in Queensland

There is a national housing crisis, with Queensland experiencing an historic rental crunch.

In the past year, the number of Brisbane homes for rent shrank by 18% and the vacancy rate is now less than 1%. This means that people on low incomes are competing for a shrinking pool of rental housing.

These challenges underscore how important it is to provide housing for people in need.

We know that housing is critical for people to be able to work, study, and stay well.

We are proud of our role in helping provide homes for Queenslanders.

This year, we want to share stories from tenants who have gone through their own journeys toward safe, secure housing.



## Simone's housing journey

In 2020 I was diagnosed with severe rheumatoid arthritis and unable to work anymore.

As a single-parent in the private rental market, I tried so hard to provide stable housing for my son who was in his final years of high school. However as the housing crisis set in and rents surged, we were unable to hold onto our housing and had to leave.

I moved to Brisbane for a new start and was recently able to secure a new home managed by Jacaranda Housing.

This housing means everything to me – I can't express how incredibly grateful and lucky we feel now.

The new home has given us back our security, hope, and dignity.

– Simone





# Tenant Updates



## Peer Leadership training - expressions of interest

Q Shelter is committed to ensuring that the voices of people with lived experience are active and influential in shaping policy, investment, and program design in Queensland.

Q Shelter is interested in hearing from people with lived experience of homelessness, social housing tenants, or people whose housing needs are not being met who would be interested in training to learn new, or, enhance existing skills in peer leadership.



People who complete the training will have the opportunity to become Peer Leaders and help shape housing and homelessness policy and service delivery and support the voices of lived experience.

Peer Leaders help to:

- educate others about a cause within the community,
- encourage others to make a positive impact,
- empower others to educate or make a positive impact.

[Please click here to complete an Expression of Interest if you would like to be involved.](#)

## Peer Support Group meetings

Looking for a place to connect, meet new people, find out more about topics of interest like National Disability Insurance Scheme, navigating hospitals and healthcare or housing? Come along to one of Queenslanders with Disability Network (QDN) Peer Support Groups which are run by people with disability, for people with disability.

QDN also has an online peer support group for people with disability looking to connect online once a month. This group meet on the third Monday of the month.

New members are welcome, and the groups meet monthly both face to face and online.

To find out more you can email [peersupport@qdn.org.au](mailto:peersupport@qdn.org.au) or phone 1300 363 783.

[Click here for more information.](#)



# Better Homes for the Future Update



We are pleased to provide a progress update on our Better Homes for the Future Strategy, to keep our tenants, members and stakeholders informed. We have recently acquired additional properties that offer safe, modern homes for people in need of housing. In the past few months, we have assisted two tenants to relocate and provided a new housing opportunity to a new tenant on the State's housing register.

We are delighted to hear positive feedback from one of our tenants, Paul, who is enjoying his new home after relocating in mid-2022.

“

*I was a bit overwhelmed going from a large family home to a unit.*

*I had to significantly downsize, and I thought it would be difficult to get rid of things.*

*But I have to say when I moved into the new unit without all of those belongings with me, it was actually a huge weight off my shoulders.*

*I've been here for eight months and I'm living a totally new lifestyle.*

*It's so different to be closer to the city compared with the outer suburbs. I live close to work now and my friends and family can visit me with a fifteen-minute drive. The complex has a great communal BBQ area to host people and these amenities have made it easier for me to have people over and my social life has improved.*

*I re framed the move as an opportunity to revamp my life.*

*Moving into a modern unit gave me the enthusiasm to get rid of 99% of my belongings and to have nice things for my home. Less is definitely more!*

*My family knew I was moving and helped me get a few things to make my unit home such as an island for the kitchen as well as some new bedroom furniture.*

*My dog has also settled in well and will even run to the lift doors and wait for me when it's time for walks.*

*I would say to other tenants that moving can be daunting and I'm sure everyone feels a level of apprehension about relocating. But in the end, you've just got to get it done.*

*Now that I'm here, I have a sense of relief knowing that I live in a secure and accessible home as I age.*

**- Paul- tenant of over 20 years**

”



# Member Update

## Better Homes for the Future

See below for our recent acquisitions in Annerley and Newmarket



*Annerley - 1 Bedroom / 1 Bathroom Unit*



# Member Update

Better Homes for the Future



*Newmarket - 1 Bedroom / 1 Bathroom Unit*



# Member Update

Better Homes for the Future



*Newmarket - 1 Bedroom / 1 Bathroom Unit*

# Emergency and After Hours Contact List

Emergency Contacts List		
Service	Name	Contact Number
Jacaranda Housing	<i>After Hours Number</i>	0408 798 951
After Hours Electrician	<i>Helix Electrical</i>	0409 266 297
After Hours Plumber & Gas Repairs	<i>Bell Plumbing &amp; 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



Find us on  
**Facebook**

[facebook.com/jacarandahousingqld](https://facebook.com/jacarandahousingqld)



# Autumn Recipes

## Sausage Hotpot

### Ingredients

- 1 tbsp olive oil
- 1 brown onion, diced
- 6 beef sausages, cut into bite-sized pieces
- 3 tbsp powdered gravy mix
- 250 ml (1 cup) boiling water
- 1 kg white medium potatoes, peeled and cut into 5 mm-thick rounds
- 50 g butter, melted
- salt, to taste
- 130 g (1 cup) shredded mozzarella
- coarsely chopped parsley, to serve

### Instructions

1. Preheat the oven to 200°C. Boil the kettle.
2. Pour the oil into a large frying pan over medium-high heat. Add the chopped sausages and onion, cook stirring regularly, until the onion starts to soften and the sausages are partly cooked. Transfer to a baking dish.
3. Meanwhile, place the gravy mix in a heatproof jug, then add the boiling water and stir to combine well. Add a little extra boiling water if you prefer a thinner gravy.
4. Place the sliced potatoes in a large bowl, add the melted butter and a pinch of salt and toss to combine
5. Pour the gravy mix on top of sausage mixture, then place the potatoes on top in slightly overlapping layers.
6. Bake for 40-50 minutes, adding the mozzarella in the last 15 minutes of cooking. Scatter with chopped parsley and serve



## Three-Ingredient Fruit Cake

### Ingredients

- 1 kg mixed dried fruit
- 2 1/2 cup fruit juice
- 2 cups self-raising flour

### Instructions

1. Place mixed dried fruit in a medium saucepan and pour over 2 cups of fruit juice. Bring to boil, reduce heat to low & simmer for 3 mins. Remove from heat & leave to cool for 2 hours.
2. Preheat oven to 150°C fan-forced / 170°C conventional. Line a 20cm round spring form tin with baking paper and set aside.
3. Sift the self-raising flour over the soaked fruit and stir well until completely combined. Use the remaining half cup of juice if needed to make a moist mixture.
4. Pour into cake tin and bake for 2 hours on the lowest shelf.
5. Remove from oven and leave cake to cool entirely in the tin.
6. Wrap in foil and keep in an airtight container for 2-3 days before slicing.

