

THE JACARANDA NEWSLETTER



Message from our CEO- Lizz Bott

Welcome to the Spring edition of our newsletter. Our commitment to providing safe and secure housing remains our core focus as the housing crisis continues. As we reflect upon the challenges posed by homelessness, August marked an important event—Homelessness Week. It serves as a stark reminder of the urgent need to come together and address this critical issue.

We are thrilled to share an update on our Better Homes Strategy, highlighting our dedication to expanding our reach and impact. We have successfully added six new properties to our organisation in 2022/23. These units now provide essential housing for individuals and families in desperate need, allowing us to extend our support to people who need it most.

October brings Mental Health Month, an opportunity to highlight the vital connection between stable housing and mental well-being. We believe that a secure home can foster a positive environment, contributing to improved mental health outcomes for individuals and families alike. Throughout the month, we will share resources, stories, and support initiatives to promote mental wellness within our community.

Let's not forget the importance of staying active and cultivating happiness. Engaging in physical activities and fostering connections with neighbours can uplift spirits and strengthen our sense of belonging. Our newsletter will provide tips, events, and stories to inspire an active and happy lifestyle.

Thank you for your support and dedication to our community. Together, we can create positive change, address housing challenges, and promote well-being for all. Enjoy the Spring season and many sunny days ahead.

- Lizz

This issue:

Message from the CEO

TENANT UPDATE:

- Tenant Morning Tea
- Public Holiday
- Homelessness Week/Mental Health
- Tenant Survey
- Updating Electoral Roll
- Concessions
- Membership
- Upcoming Events

MEMBER UPDATE:

- Annual General Meeting
- Director Update
- Better Homes Update

JUST FOR FUN:

- Spring Recipes

Emergency Maintenance
Contacts



Jacaranda Housing Tenants are invited to our Morning Tea

Thursday, 26 October

10:30am to 12pm
Location to be advised

Tea, coffee and light refreshments will be provided



RSVP's ARE ESSENTIAL FOR COVID-SAFE PLANNING.

You can let us know if you will attend by Monday 23rd October via phone **(07) 3392 8848** or email **info@jacarandahousing.com.au**

IMPORTANT NOTE - Jacaranda is closely monitoring government COVID 19 and Influenza health advice and warnings. Should Jacaranda deem it unsafe to continue with the scheduled event, we will keep you informed. If you are feeling unwell, please do not attend.

Want to join our next event or have ideas of what we should do next?
Get in touch with us on (07) 3392 8848 or email info@jacarandahousing.com.au

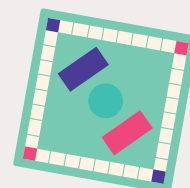
Office Closures - Upcoming Public Holidays

Jacaranda Housing's office will be closed for the King's Birthday Monday 2 October.



Fun Things To Do for Free

- [Check out the community calendar](#)
- [Visit your local library](#)
- [Get involved in community sports](#)
- [Listen to fun or educational podcasts](#)
- Play board games
- [Bake a loaf of bread at home](#)
- [Teach yourself to juggle](#)
- [Meet your neighbours!](#)
- [Teach yourself to knit](#)
- [Cook wholesome meals in advance](#)



Support and Maintenance during the public holidays

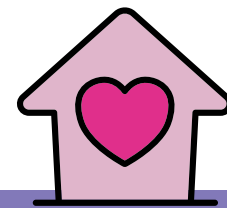
For emergency maintenance outside of business hours, please refer to the after-hours maintenance guide in your tenant handbook or at the end of this newsletter.

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 general maintenance and tenancy matters are reported during normal business hours.



Homelessness and Mental Health



Homelessness Week 2023

In August, Jacaranda Housing marked National Homelessness Week.

It's become evident that Australia is in the grip of a full-blown housing crisis.

This crisis is being felt everywhere through a lack of social housing, tightening private rental market, and skyrocketing levels of debt required to secure home ownership.

As a community housing provider, we are contacted regularly by people desperately seeking housing support.

We join our industry colleagues to call for a plan of action to end homelessness.

[You can click here to find out more](#) about Homelessness Australia and their advocacy work.

HOMELESSNESS WEEK 2023 It's time to **end** homelessness

To **end homelessness** people need:

- a home
- an adequate income
- freedom from violence and abuse
- support to gain and sustain a home

Support Homelessness Week 2023 7-13 August

National Mental Health Month - October 2023



7-15 October 2023



Awareness



Belonging



Connection



National Mental Health Month is an important time where the Australian community comes together to raise awareness and promote better mental health for all.

We know that having a secure home allows people with mental illness to focus on recovery and treatment. Exercise is also an important tool in managing Mental Health. Join the Walk for Mental Health in Brisbane by scanning on the QR code above or [here](#).

Events to mark this month will be published on the Mental Health Foundation Australia's website and social media platforms.

[Click here to find out more information](#) on what events will be taking place in South-East Queensland in October.



2023 Tenant Satisfaction Survey

Jacaranda Housing will share the 2023 Tenant Satisfaction Survey in September. We'd like to hear about your personal experiences with our services. Keep an eye on your inbox and the post for the survey!



With the increased cost of living expenses, we'd like to offer you the chance to win one of five \$100 Coles/ Woolworths/ Aldi vouchers. Please include your name and address at the end of the survey, and you will be added to the draw.



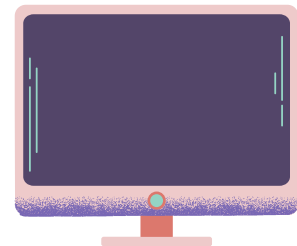
The tenant survey will be open from 14 September and close on the 13 October.



Updating your details on the electoral roll

If you have recently moved, it's important to update your address on the electoral roll. Updating your details ensures that you are not removed from the roll, and ensures that you vote in the correct electorate.

You can update your details online at the AEC website [here](#).



You can also complete and print a PDF form [online](#) then return it to the AEC, or pick up a form at an AEC office or from our office.

You can find your closest AEC office, or find extra assistance contacting AEC [here](#)

To speak to the AEC , please call [13 23 26](#) (charged at a rate similar to a local call)



Concessions, support and training opportunities



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.

Concessions, support and training opportunities



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](#).

Brisbane City Council supports

Communicating with the person you support

This virtual workshop provides carers with an opportunity to increase their awareness of how people communicate and what skills are needed at different times to build a strong and respectful relationship with the person they support.

A range of communication strategies will be explored to build carers confidence and skills and assist them to improve relationships now and in the future. This workshop is based on the L.E.A.P. communication strategy.

This information session is designed specifically for people who care for a friend or family member with mental health needs.

WHEN: 10am-12 noon on Thursday 21 September 2023.

[Register 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 here](#).

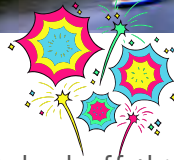


[Click here to find our charitable status at the ACNC and for further information on our organisation.](#)

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

Upcoming Events - Brisbane

Brisbane Festival 2023



Brisbane festival and Riverfire kicked off this past weekend! Did you experience the Nieergoo: Spirit of the Whale Drone Show? There's a great mix of free and paid events and performances throughout September, **[so click here to view the full program.](#)**

You can also **pick up a printed program** at a range of cafes, libraries and community centres.

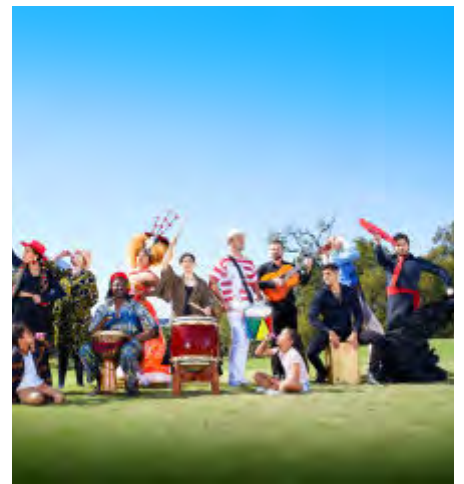
Check out free events below. Images from [Brisbanefestival.com.au](https://brisbanefestival.com.au)



Hiromi Hotel



10,000 Kazoos



Closing Concert

Brisbane City Botanical Gardens

The Brisbane City Botanical Gardens is a heritage listed free space situated across 17-hectares. They are located across from Alice Street, Brisbane and bounded by the Brisbane River.

With October highlighting Mental Health, the botanical gardens are a perfect space to get outdoors to read a book, move more and enjoy the spring weather.

You can find a [list of attractions here.](#)



Upcoming Events - Brisbane

School Holiday Activities

Are you looking for ways to keep your kids entertained during the September school holidays? Brisbane City Council are hosting a range of free activities that will keep your family busy throughout the holidays.



Make and create for kids

Drop into the library to get creative with free art and craft activities. Ideal for children 3-8 years



Basketball skill development

Fun basketball skills and games at the basketball court. Bookings essential. Skill development with fundamental basketball drills.



Freestyle Scooter coaching

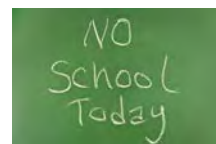
Scooter coaching- learn new skills on your scooter and how to ride the park safely. This is a Chillout event suitable for young people aged 6-17 years.



Multicultural Games

Bookings essential. Experience interesting games that are played around the world. Egypt, Africa, Finland, Sweden, Germany and Australia. Suitable for young people aged 8-17 years.

To find out when these events are in your area, and for a full list of events and activities, [click here and visit the Council website.](#)



Upcoming Events - Redlands



School Holiday Activities

Redland City Council are running free activities for your family to enjoy during the September holidays. [You can click here](#) to find a full list of events happening in your area on the Council website:

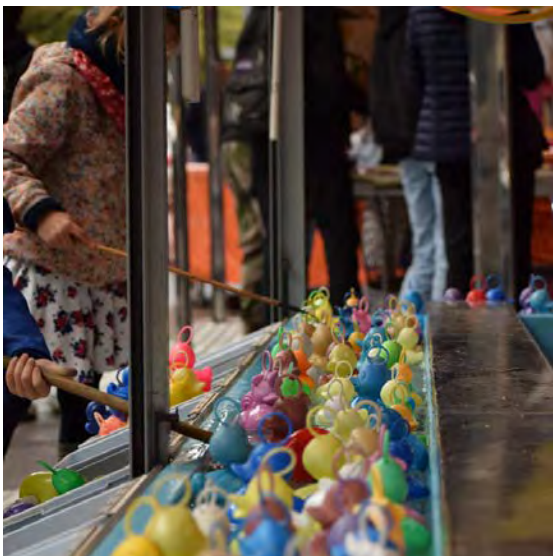
Here are a few events you may enjoy:

Art Exhibition - 'Diversity in Art'

This exhibition is a showcase of the variety of mediums that artists use to create their beautiful works and evoke emotion with the viewer.

Opening event on Saturday 2nd September at the Old School House Gallery from 5.00pm.

[Find out more](#)



Street Science

Victoria Point Library are hosting an epic display of science and wonder from Street Science! From disappearing water, beautiful liquid nitrogen clouds, through to nappy science and a little splash of magic, you will be glued to your seat cheering for more.

Ages: 8+ years. Free event. Bookings required.

[Find out more](#)

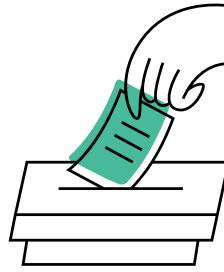
Carnival Fun

Love carnival games? Come to the Victoria Point Library for some fete-tastic fun! There will be all your favourite attractions – from tin can alley, giant skittles, ring toss, dominos and more!

Ages: 6+ years. Bookings required.

[Find out more](#)

Member Update



Annual General Meeting

The Annual General Meeting (AGM) will be held on **Saturday, 11 November 2023**. A venue and time will be given closer to the meeting date.

Nominations for the Board have also been called per section 39 of the Company Constitution and the Jacaranda Housing Governance Policy. [Click here for additional information at Ethical Jobs.](#)

Director nominations are called as follows:

- Independent Director's nominated and elected by all members.
- Stakeholder Director's nominated and elected by Class C members only.
- Stakeholder Tenant Director's nominated and elected by Class A members only.

The meeting agenda will be provided at least 21 days before the meeting.

For more information and the AGM Notice, [please click here to visit our website.](#)

For more information or to request Director position descriptions and nomination documents, contact the Company Secretary, Ms. Lynette Piotrkowski, on (07) 3392 8848.

Exciting News from our Board of Directors

congrats!

We are thrilled to announce that at a recent board meeting, Emile McPhee was unanimously appointed as the Deputy Chairperson by our Board of Directors.

Emile will be stepping into the role of Board Chair in the event our dedicated Chairperson, Adrian Pisarski, is unavailable. Their combined expertise and leadership will undoubtedly continue to drive our organisation's purpose forward.

Adrian, Emile, along with the CEO, Lizz Bott have been hard at work engaging with the State Government on crucial policy matters related to housing and homelessness. Including updating of the delivery of the "Better Homes for the Future Strategy." We are making significant strides toward a better housing future for all.



Member Update



14

modern, safe and secure
homes purchased.

Better Homes for the Future

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.

Since late 2021, we've purchased 14 units and assisted 16 households to move to newer, more comfortable homes. These modern homes provide an improved quality of living, ensuring enhanced safety and security for our valued tenants and people from the QLD Governments Housing Register. The heartwarming feedback we've received from our tenants highlights the positive impact these new homes have had on their lifestyles.

See below for our recent acquisitions of one unit in Bowen Hills, and two units in Fitzgibbon.



BOWEN HILLS
1Bed 1Bath 1Car

Member Update

Better Homes for the Future



16
households moved to or
occupying more comfortable,
safe homes.



FITZGIBBON

1Bed 1Bath 1Car

Member Update

Better Homes for the Future



FITZGIBBON
1Bed 1Bath 1Car

Spring Recipes

These easy and light recipes are perfect for a fine spring day.



10-minute couscous salad

Ingredients

- 100g couscous
- 200ml hot low salt vegetable stock (from a cube is fine)
- 2 spring onions
- 1 red pepper
- ½ cucumber
- 50g feta cheese, cubed
- 2tbsp pesto
- 2tbsp pine nuts (optional)

Instructions

Tip the couscous into a large bowl and pour over the stock. Cover, then leave for 10 mins until fluffy and all the stock has been absorbed. Meanwhile, slice the onions and pepper, and dice the cucumber. Add these to the couscous, fork through the pesto, crumble in the feta, then sprinkle over pine nuts to serve.

Recipe from BBC GoodFood

Mongolian chicken baked 'fried' rice

Recipe from taste.com.au



Ingredients

- 500g chicken thigh fillets, excess fat trimmed, cut into 3cm pieces
- 1 tbsp vegetable oil
- 60ml (¼ cup) hoisin sauce
- 300g (1 ½ cups) long-grain white rice
- 1 brown onion, cut into thin wedges
- 2 green shallots, white part cut into 2cm lengths, green part thinly sliced
- 500ml (2 cups) chicken stock
- 1 tbsp soy sauce
- 2 garlic cloves, crushed
- 2 tsp finely grated ginger
- ½ tsp Chinese five spice
- 100g snow peas, halved diagonally

Instructions

1. Preheat oven to 200C/180C fan forced. Combine the chicken, oil and 2 tbsp of the hoisin sauce in a large bowl. Toss to coat. Set aside.
2. Place the rice, onion and the white part of the shallot in a 5cm-deep, 25cm x 32cm (base measurement) baking dish. Combine the stock, soy sauce, garlic, ginger, five spice and remaining hoisin sauce in a jug. Pour into the dish and stir to combine the ingredients, spreading out evenly.
3. Arrange the chicken on top of the rice mixture. Cover the dish tightly with foil and bake for 35 minutes. Uncover and cook for a further 10 to 15 minutes or until liquid is absorbed and the chicken has browned slightly. Use a fork to fluff the rice.
4. Place the snow peas in a heatproof bowl and cover with boiling water. Stand for 2 minutes, then drain.
5. Scatter the snow peas over the fried rice along with the green part of the shallots to serve.

Spring Recipes

No-bake lemon cheesecake

Ingredients

- 250g packet Arnott's Choc Ripple Biscuits
- 40g butter, at room temperature
- 250g packet cream cheese, at room temperature
- 395g can sweetened condensed milk
- 2 lemons, juiced

Instructions

1. Line the base of a 20cm (base size) springform pan with baking paper.
2. Process the biscuits in a food processor and process until coarsely crushed. Transfer to a bowl and add the butter. Use your hands to mix until well combined. Press mixture over the base of the prepared pan. Place in the fridge until set.
3. Meanwhile, use electric beaters to beat the cream cheese in a bowl until smooth. Add the condensed milk and beat until smooth. Add the lemon juice and beat until smooth.
4. Pour mixture over biscuit base and smooth the surface. Place in the fridge for 6 hours or overnight until set.



Recipe from [taste.com.au](https://www.taste.com.au)

SHOPPING LIST

- 250g Arnott's Ripple bikkies
- Butter
- 250g of Cream Cheese
- 395g can of Condensed Milk
- 2 Lemons or bottled lemon is good too!



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 & 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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