

# THE JACARANDA NEWSLETTER



## Message from our CEO Lizz Bott

As we move from the heat of summer, into cooler autumn weather, we find we have lots to celebrate and look forward to, despite the ongoing challenges of the housing crisis.

Jacaranda Housing is now a Tier 2 registered community housing provider. This change in registration reflects our ongoing commitment to providing more housing for people who need a place to call home. Jacaranda continues to seek out partnerships to increase not only our own property portfolio but also our housing tenancy and properties under management.

March invites us to celebrate the International Day of Happiness. While sometimes it may feel like there isn't much to be happy about, we have included suggestions and practices to welcome more contentment, connection, and kindness.

The results of our Tenant Satisfaction Survey are in, with an overwhelming majority of our tenants positive about their experiences with Jacaranda Housing. There is always more we can do, and we appreciate all of the feedback that we receive as it helps us in our commitment to provide the best service and experience for our tenants. Thank you to all tenants for your participation and invaluable contributions through your feedback.

Our newsletter includes important information about lithium-ion battery safety. These volatile batteries power our mobile phones, laptops, E-scooters and many other personal and household devices. Please read this important information as it could save you or someone you love from harm.

We hope you enjoy making and sharing the delicious ANZAC biscuit recipe we've shared, and have fun doing this newsletter's Easter-themed activities.

Stay kind

*Lizz*

## This issue:

### MESSAGE FROM THE CEO

#### TENANT UPDATE:

- Office Closure - Public Holidays
- School Term Dates
- International Day of Happiness
- 2023 Tenant Survey Results
- Tenant Overall Satisfaction
- Survey Gift Voucher Winners
- Get Involved
- Free Rubbish Disposal
- Lithium-ion Battery safety
- Community Notices

### FREE EVENTS

### CONCESSIONS AND SUPPORT

### MEMBERSHIP

#### MEMBER UPDATE:

- Homes for Queenslanders
- NRSCH Registration Update

#### JUST FOR FUN:

- Autumn recipes
- Word Games and Mindful Colouring

#### AFTER-HOURS AND EMERGENCY CONTACTS MAINTENANCE INFORMATION





# Tenant Updates

## Office closure - public holidays

Jacaranda Housing will be closed for the following public holidays:

EASTER - Friday 29th March to Monday 1st April 2024

ANZAC Day - Thursday, 25 April 2024

LABOUR Day - Monday, 6 May 2024

## School term dates

Last day of Term 1 - Thursday 28th March

First day of Term 2 - Monday 15th April

Last day of Term 2 - Friday 21st June



## International Happiness Day - 20th March 2024

### What is the International Day of Happiness?

It's a day to be happy, of course! Since 2013, the United Nations has celebrated the International Day of Happiness as a way to recognise the importance of happiness in the lives of people around the world.

### Ways to enhance happiness



Getting outdoors in nature is a great way to stay active and increase happiness.



Even when times are hard, remember to be gentle with yourself - you are doing your best.



*Stay connected*

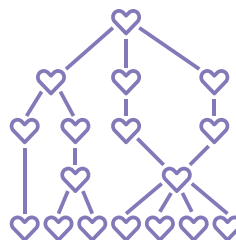
A problem shared is a problem halved! Spend time with others to increase feelings of being connected and supported.



Everything seems better after a great night's sleep. Try setting a regular bedtime routine with no distractions.



Holding an attitude of gratitude and kindness towards others does amazing things for our own sense of wellbeing.



Be part of the Pay it Forward movement! Doing a kind deed for someone else is a great feeling and helps make the world a kinder, happier place.



# Tenant Updates

## 2023 Tenant survey results

Jacaranda Housing's most recent tenant survey was completed late in 2023 with overwhelmingly positive feedback received.



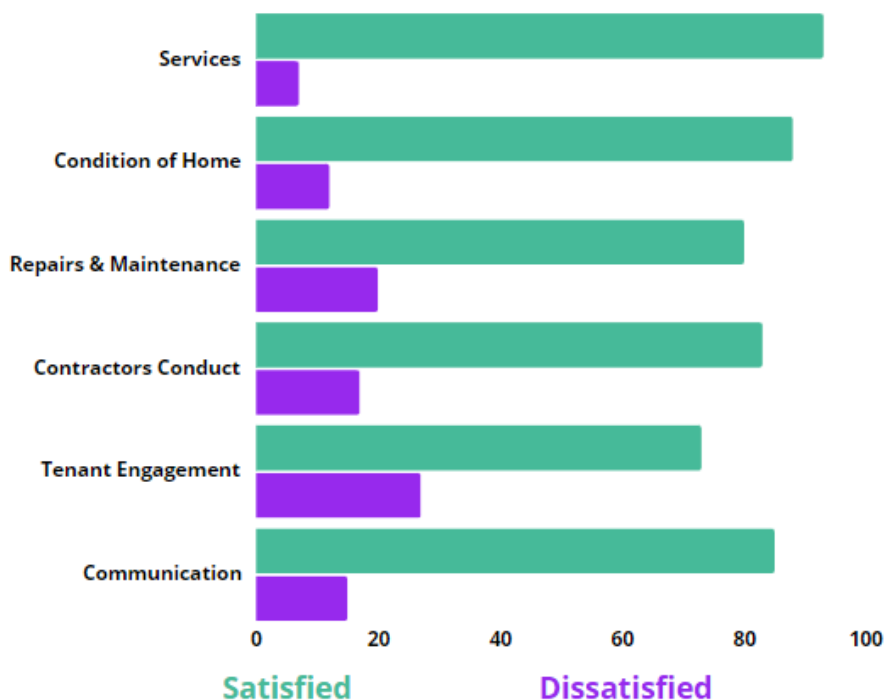
## What our tenants had to say about our staff and services...



## About the survey

Jacaranda Housing invites tenants to participate in the satisfaction survey for feedback and the opportunity to improve our service. The survey assesses tenant satisfaction across service quality, condition of home, repairs and maintenance, contractor conduct, tenant engagement and communication.

## Tenant Overall Satisfaction



## WINNERS

Congratulations to Michelle, Deb, Robert, Jade, Christopher and Wayne. Each winner received a \$100 gift voucher in our tenant survey lucky draw!

Feedback provided by tenants enables Jacaranda Housing to track our performance over time, understand how well we are performing in these core areas, identify areas for improvement, and to inform service development.



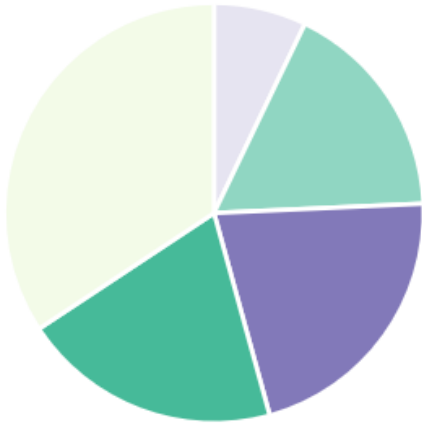


# Tenant Updates

## Get involved!

### Getting involved at Jacaranda Housing is easy!

The Tenant Survey revealed that 60% of our tenants want to contribute in some way.



- Tenant Newsletter
- In-person Events
- No Involvement/Blank
- Online Activities
- Projects that Benefit Tenants



Contribute by writing articles, being interviewed, taking photos, sharing recipes or other content and ideas for the newsletter.



Organise social events like BBQ's, picnics, movie outings, book and plant swaps.



Organise online activities like a book club, or social game sessions like bingo or trivia.



Working on other projects that benefit Jacaranda Housing tenants.

### Getting involved is easy!

You only have to give as much time, or do as much, as you feel comfortable with. The friendly team at Jacaranda Housing are here to help you decide if you are able to help out, and what you can help with. To find out more email [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)

## Free tip use for residents

With the weather starting to cool Autumn is a great time for a clean up. **Brisbane City Council** provides FREE tip vouchers to residents. Standalone houses receive their vouchers directly, whilst unit residents can collect their vouchers from Jacaranda Housing's office.

There are four waste centres across Brisbane. They are open every day from 6.30am – 5.45pm.



- 1372 Nudgee Road, Nudgee Beach
- 360 Sherbrooke Road, Willawong
- 101 Upper Kedron Road, Ferny Grove
- 728 Tilley Road, Chandler (opposite the Sleeman Sports Complex)

**Redlands City Council** provides free non-commercial tipping for residents. Proof of residency must be shown with a photo and address (such as a driver's license).

The closest centre for our tenants is at 555-607 Old Cleveland Road East, Birkdale, which is open from 7am – 4.15pm every day.



# Tenant Updates

## Safe use and disposal of lithium-ion batteries

**As we rely more on electronic devices in our homes and our lives, it is important to know how to safely use and dispose of them.**

Common personal and household products like mobile phones, laptops, smart watches, e-bikes, new mobility scooters, and even power tools, and gardening and camping equipment, contain lithium-ion batteries.



Lithium-ion batteries are a compact, lightweight source of high energy. However, if not handled correctly, they pose a risk of explosion and fires which are hard to contain, and can release highly toxic gases. Overheating and damage are the main causes of lithium-ion battery failure.

### Safe use and charging

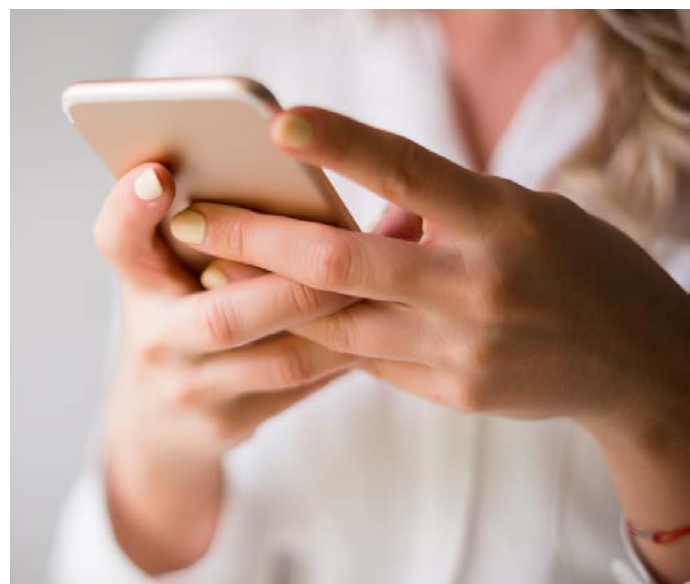
- Follow manufacturer's guidelines on charging and storage.
- Keep device away from direct sunlight hot surfaces and flammable materials.
- Provide airflow (don't wrap in a blanket or place under a pillow).
- Don't use charging cords that are damaged.
- Use a good quality charger designed specifically for the battery you are using to prevent overcharging.
- If a lithium-ion powered device is dropped or damaged, use it with care as it may start to leak and become dangerous.
- Avoid buying second hand lithium-ion batteries, or from unknown online vendors.

### Disposal

Brisbane City Council libraries and other centres have e-waste disposal facilities. Officeworks and phone retailers work with [mobilemuster.com.au](https://mobilemuster.com.au) to safely collect and dispose of mobile phones, while [ewasteprogram.com](https://ewasteprogram.com) will collect larger items.

### Protect your data

Information and advice about how to prepare your devices for disposal can be found at [mobilemuster.com.au](https://mobilemuster.com.au) and [techcollect.com.au](https://techcollect.com.au)



# Tenant Updates



## Community Notices



### PAID OPPORTUNITY

## Co-Design Workshops for the QLD Digital Inclusion Hub

We are seeking Queenslanders to participate in a paid co-design workshop for the QLD Digital Inclusion Hub. The Hub will be a single place to find information and resources to help and support Queenslanders to get online and use technology.

**Date:** Various dates throughout March

**Time:** 2 hour sessions

**Payment:** \$150 for the 2hr session (direct deposit or gift card)

**Location:** Online and in-person

Join us!



### WE ARE SPECIFICALLY LOOKING FOR PEOPLE WHO:

- Are over 18 years old
- Identify with having a disability
- Belong to First Nations
- Have a carer or support worker who helps you with online tasks
- Speak a language other than English with family and friends
- Seniors
- Have or are experiencing housing insecurity
- Have or are experiencing job insecurity
- Not confident or find it difficult using the internet/ websites

If you are interested, call, 0410 462 263  
text or email Alice Chatwood [alice@meldstudios.com.au](mailto:alice@meldstudios.com.au)

## INTERNATIONAL WOMEN'S DAY

Strike the #InspireInclusion pose



Are you in? Will you inspire inclusion?

Strike the #InspireInclusion pose to show solidarity. When we truly value difference, inclusion comes from the heart.

Inspire others to help forge an inclusive world by sharing your #InspireInclusion image across social media using #IWD2024 #InspireInclusion.



THE BIG ISSUE  
COMMUNITY STREET SOCCER PROGRAM

## NEW FARM SOCCER PROGRAM



EVERY WEDNESDAY 1PM - 3PM  
NEW FARM PARK SOCCER FIELD  
NEW FARM PARK, BRUNSWICK STREET

Everybody is welcome at Street Soccer. It doesn't matter if you're new to the game or a budding player. It's the same time every week, free and friendly. Available to ages 16 and above.

Contact Coach Paul: [soccerbrisbane@bigissue.org.au](mailto:soccerbrisbane@bigissue.org.au)  
or just turn up!

Brisbane City Council's Growing Older and Living Dangerously (GOLD) program has been specifically designed to help seniors move more, learn new skills and make connections in their communities.

Try something new with everything from windsurfing and Zumba classes to tai chi and yoga.

Council also offers special GOLD 'n' Kids activities during school holidays, which are specifically designed for seniors and children to participate in together.

Find out more





# Upcoming Events



## Harmony Day @ Karawatha Forest - Sunday 24th March

Enjoy the tranquil surrounds of Karawatha Forest as you join the Environment Centre staff in celebrating Harmony Day on Sunday 24th March from 9.30am.

Drop in through the day to experience African drumming, participate in a Bollywood performance, play some Life Be In It games, check out the school art competition, and explore the self-guided discovery centre!

Click on the links below to book the following free activities via Eventbrite:

10.00am - [Adventures of Nana Magic and Wunye Wombat](#)

1.00pm - [Aboriginal art and cultural workshop with Rick Poser](#)

Take a picnic, or grab a bite from the sausage sizzle to support the Karawatha Forest Protection Society.



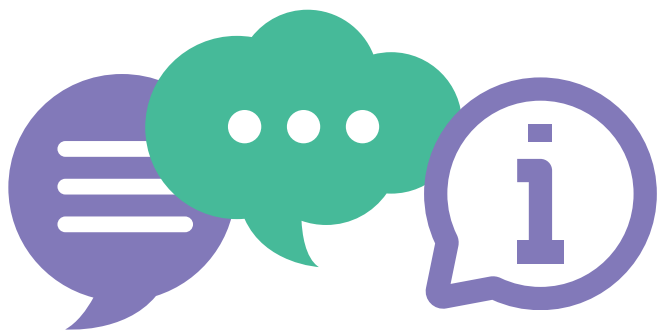
## Easter Bunny Boogie - New Farm Park Sunday 10th March

Join the Easter Bunny on an Easter egg hunt, while enjoying food trucks and music from Sunnybank Brass and the Rivercity Steel Band. Brought to you by Brisbane City Council Bands in Parks.



## ANZAC Day Parade - Brisbane City

The Anzac Day Parade will be held on Thursday 25th April from 9.45am-12.30pm. The parade will be on Adelaide Street, between George Street and Creek Street, and will feature former and current Australian Defence Force veterans and other groups that contribute to the parade.



## 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 and support

### 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](#)



## 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 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 modern, 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



# Member Update

## Queensland Government - Homes for Queenslanders

Jacaranda supports the government's *Homes for Queenslanders* initiative, a robust plan addressing the housing crisis through five key pillars. This initiative aims to increase social housing, end homelessness with lasting solutions, promote homeownership, build homes faster, and support renters. Our commitment aligns with this multifaceted approach, focusing on creating a more equitable and stable housing future for all Queenslanders.

We are committed to growing partnerships with the Queensland Government, community and specialist housing providers, to support our strategic growth objectives to deliver specialist tenancy and asset management services, and provide best-practice housing expertise to our partners, stakeholders, and tenants. View the plan [here](#).



## National Regulatory System for Community Housing

**Jacaranda Housing is excited to announce it's new status as a Tier 2 registered community housing provider.**

The National Regulatory System for Community Housing (NRSCH) was introduced in 2014 to ensure a well governed, well managed and viable community housing sector.

The NRSCH seeks to improve tenant outcomes and protect vulnerable tenants by overseeing the delivery of fair, transparent and responsive housing assistance to tenants and applicants of registered community housing providers.

In late 2023 Jacaranda Housing successfully underwent its annual registration review. In addition to meeting our regulatory and compliance obligations, we are delighted to announce that we have moved from being a Tier 3 to a Tier 2 provider.

The change in registration Tier reflects and legitimises the hard work undertaken by the board and CEO to position Jacaranda Housing for growth. This growth is part of our Better Homes for the Future Strategy, which articulates our commitment to addressing the housing crisis through provision of modern and well designed homes through partnerships and by transforming and growing our portfolio.

Our new Tier 2 registration is indicative of future small scale development activities, and the increasing scale of our housing tenancy and asset management activities. This level of registration brings with it greater reporting requirements with regards to risk management, which is governed by the board and managed by our CEO.



# Autumn Recipe

## ANZAC Biscuits

*Whether you prefer them crunchy or chewy, it wouldn't be ANZAC Day without these golden, oaty treats.*

### Ingredients

- 1 cup plain flour
- 1 cup rolled oats
- 1 cup desiccated coconut
- 1 cup brown sugar
- 125g butter
- 1 tbsp golden syrup
- 1 tbsp hot water
- 1 tsp bicarb soda



### Method

1. Preheat the oven to 175 degrees Celsius.
2. Combine the flour, oats, coconut and sugar in a large bowl. In a saucepan, melt the butter and then add the golden syrup. Bring it to the boil before removing it from the stove.
3. Mix the hot water and bicarb soda and add it to the butter and syrup - it should froth up. Pour this into the dry ingredients and stir together. If the mixture is a little dry, add some water.
4. Taking spoonfuls of the mixture, roll them into balls and put them on a greased baking tray, about 5cm apart. Use a fork to flatten them and then put them in the oven for 15 minutes or until they're golden brown.
5. Let them cool on the baking tray for about a minute, and then move them to a wire rack to cool properly.



*Recipe and images courtesy of RSL Queensland*



Wordsmith

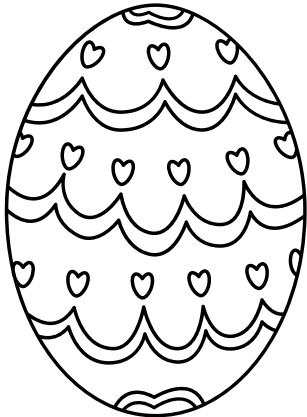
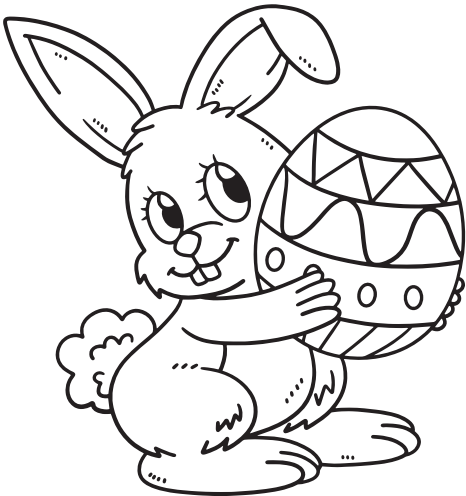
How many words of FOUR more letters can you find in this grid? Your goal: 35 words!

E	M	O
T	O	M
N	U	S

- The rules**
- Each letter can only be used once.
  - Every word must contain the centre letter 'O'.
  - English language words only allowed.
  - Proper nouns, plurals and verbs ending in 'S' aren't allowed.

**Challenge:** Can you find the NINE letter word?

Easter  
Word Search



- Word list:
- |         |             |         |        |
|---------|-------------|---------|--------|
| BASKET  | CELEBRATION | DYE     | HIDE   |
| BOUQUET | CHICKS      | EGGS    | HOP    |
| BUNNY   | CHOCOLATE   | FIND    | PEEP   |
| CARROTS | COTTONTAIL  | FLOWERS | RABBIT |

# Emergency, After Hours and General Contacts List

Service	Name	Contact Number
Jacaranda Housing	<i>After Hours Number</i>	0408 798 951
Jacaranda Housing	<i>Business Hours</i>	07 3392 8848
After Hours Electrician	<i>Helix Electrical</i>	0409 266 297
After Hours Plumber & Gas Repairs	<i>GRK Plumbing</i>	07 3277 9190
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
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
Department of Housing	<i>Rent Connect</i>	13 74 68
Department of Housing	<i>Bond Loan Support Team</i>	1300 650 282
Department of Housing	<i>General</i>	07 3034 9800
Department of 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



Find us on  
**Facebook**

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





# EMERGENCY MAINTENANCE

What is emergency maintenance?



## Emergency and After Hours Maintenance

Jacaranda Housing commits to have all responsive maintenance responded to within reasonable timeframes.

If you require urgent maintenance within business hours, please contact the Jacaranda Housing office.

For urgent maintenance outside of business hours, please refer to the relevant trades person detailed on the Emergency and After-Hours 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:

<https://jacarandahousing.com.au/maintenance/>

**In flood or storm emergencies or if you have experienced extreme damage, contact the SES on 132 500.**

## Emergency/ Urgent Repairs

Urgent repairs are faults or damages are likely to cause injury, further damage to the property if not addressed urgently, or damage that makes the property unsafe or insecure.

Examples:

- Burst water service
- Blocked or broken pipe/toilet overflowing
- Serious roof leak (storm damage ring SES)
- Severe storm damage
- Gas Leak
- Live bare wires
- Fire
- No power (contact utility provider first)
- Failure or breakdown of essential service or appliance. Includes hot water, cooking and heating
- Structural damage endangering occupants
- Smoke alarms are not working
- Serious fault in the lift or stairwells
- Faulty locks which make the property insecure

## Priority Repairs

Examples:

- Partially blocked pipes, sewerage not overflowing
- Toilet cistern not working and overflowing
- Fast dripping taps
- No power to multiple power points or lights
- Communal area lights are not working

