



SUMMER 2023 ISSUE

THE JACARANDA NEWSLETTER



Message from our CEO Lizz Bott

As we welcome summer, we find ourselves reflecting on the challenges and successes of the past year. Whilst the current housing crisis continues to affect many in our community, the team here at Jacaranda Housing continues to work on providing more housing for people who are in desperate need of a safe place to call home.

Christmas is traditionally filled with happiness and gatherings, this time of year can bring feelings of isolation and loneliness. Connecting with our neighbours and community can light up even the darkest times. I encourage you all to reach out, offer support, and stay connected this season.

We were thrilled to host our annual Christmas lunch last week, where we came together with our amazing tenants to share a traditional Christmas meal, build new friendships, and reconnect with old friends.

We're excited to present another packed edition of our newsletter. It includes tips for preparing for the summer storm season, including important information about emergency maintenance, and what to do in case you require emergency assistance over the holiday break.

We hope you enjoy the yummy Christmas recipe ideas we've sprinkled in to add a touch of joy and flavour to the season.

Our tenant satisfaction survey was recently launched as part of our commitment to monitoring and improving the experience of our tenants. We thank you for your patience as we overcame a technical glitch which delayed the survey's release, but we're back on track now! Your feedback is crucial in helping us shape the future of Jacaranda Housing, and we encourage everyone to participate and share their thoughts so that we can provide you with the best service and experience.

Let's embrace this season as an opportunity to strengthen our community ties, support each other, and work collectively towards a brighter future. I wish all of our tenants and members a safe and happy holiday season.

Stay kind

Lizz

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MESSAGE FROM THE CEO

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- Back to School - Term 1 Dates
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FREE EVENTS BRISBANE

FREE EVENTS REDLANDS

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- Annual General Meeting
- Better Homes Update

JUST FOR FUN:

- Summer recipes
- Sudoku and Mindful colouring

AFTER-HOURS AND EMERGENCY CONTACTS MAINTENANCE INFORMATION

Jacaranda Housing recognises the country to the north and south of the Brisbane River as the home of both the Turrbul and Jagera nations. We pay our respects to Elders past, present and emerging. We recognise that Aboriginal and Torres Strait Islander People are the most disadvantaged in our community when it comes to housing and homelessness.

Tenant Updates

Office closure - holiday season

Jacaranda Housing will be closed for the holiday season from 2.00pm Friday, 22nd December, and reopen at 8.30am on Tuesday 2nd January 2024.

We will attend to all non-urgent tenancy enquiries when we return.

We wish you a safe and happy holiday season, and look forward to seeing you in 2024.

Upcoming Public Holidays in 2024

The office will also be closed on Friday 26th January for the public holiday.

Back to school - Term 1 dates

School students are now on holidays for the summer. Check out pages 10-11 for some fun local events and activities.

Students go back to school on Monday 22nd January 2024, and the last day of Term 1 is Thursday 28th March 2024.

Support and maintenance during the holidays

For urgent maintenance during the holiday season please refer to the after-hours number on 0408 798 951. During the Christmas and New Year break, our on-call staff will be available to handle emergency or urgent repairs, ensuring your peace of mind throughout the festive season.

More information on emergency maintenance can be found via Jacaranda Housing's website www.jacarandahousing.com.au and on page 16 of the newsletter. Tenancy and support services information is included.



Tenant Updates



2023 Tenant Satisfaction Survey

Jacaranda Housing opened the 2023 Tenant Satisfaction Survey in November. We'd like to hear about your experiences with our services.



Check 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 via the link at the end of the survey, and you will be included in the draw. Drawn on 19 December.



The tenant survey closes on the 18 December at 4.30 pm.

Rubbish disposal- Free tip use for residents

With storm season approaching, now is a great time to clean up in and around your home.

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. Your local Ward office may also be able to provide vouchers.

There are four waste centres across Brisbane. They are open every day, including Christmas Day, Boxing Day, and New Year's 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 (closed Christmas Day).

Did you know that clearing out things you no longer need can reduce feelings of anxiety and overwhelm?



Christmas can be tough,
but remember to take
care of yourself and take
a break when you need it.

Spending time outside
each day for at least 15
mins is a great way to
clear your mind.

**STAY
ACTIVE!**



PRIORITISING MENTAL HEALTH

- Seek support from trusted individuals or professionals.
- Practice stress reduction techniques, such as journaling or talking openly about emotions.
- Engage in activities that promote relaxation and self-care.



TAKING CARE OF YOUR MENTAL HEALTH AT CHRISTMAS.

BEYOND BLUE- 1300 224 636

LIFELINE- 13 11 14

OPEN ARMS (VETERANS)- 1800 628 036

BE KIND TO YOURSELF, YOUR MIND AND
YOUR THOUGHTS. 



SLEEP WELL



NURTURING PHYSICAL HEALTH

- Prioritise regular exercise and physical activity.
- Maintain a balanced and nutritious diet.
- Get adequate sleep for optimal cognitive and physical functioning.

MAINTAINING HEALTHY HABITS

- Having a bedtime routine, avoiding screen time or heavy exercise right before bed, and lying down in a quiet, dark room all help promote better sleep.
- Exercise at least three times a week to maintain a healthy life.
- Drink water everyday.
- Eat a healthy meal cooked at home.





Tenant Updates

2023 Christmas Party

Jacaranda Housing tenants and staff celebrated their annual Christmas party in style on Thursday 7th December.

We'd love to thank those who came along for making the event such a special day.

Special thanks to the Hope Street Cafe for the delicious lunch and desserts that we all enjoyed.

Check out all these happy faces. Join us! Don't miss out on all the fun and community building at our tenant events.

If you would like to get involved in organising next year's Christmas party, or other Jacaranda Housing tenant events and activities please email us on info@jacarandahousing.com.au



Christmas Competition

Can you find the two cheeky Christmas elves hiding in the pages of this newsletter?

Once you find the two elves click to enter our Christmas lucky draw to win a \$50 gift voucher. Good luck! Draw closes on 20 December and is open to Jacaranda tenants only.

Tenant Updates



Be prepared for severe summer storms

South-East Queensland is a beautiful part of the world to live in, but we do have more than our fair share of stormy weather.

It's important to stay connected and be prepared as the stormy summer season approaches. Here are a few tips to help you get ready.

Brisbane City Council's website [Be prepared](#) can help, and the information is relevant for everyone, no matter where you live.

Top tips for storm season

1. Register for emergency alerts in your local area:
[Brisbane City Council Alerts](#)
[Redland City Council Alerts](#)
2. Keep your devices charged.
3. Tie down and secure outdoor items.
4. Know where your important personal documents are.
5. Keep a torch, battery radio, water, medications, and non-perishable food on hand to reduce worry and help feel prepared.



Tenant Profile

Meet Rachel and Xavier

Jacaranda Housing tenant, Rachel, has had an eventful year. Having been told that she couldn't have children, the arrival of baby Xavier was an unexpected surprise following admission for stomach pain.

Caring for Xavier impacted Rachel's ability to work and she soon found herself behind in rent. Rachel sought assistance, and whilst a Rental Grant was able to assist with the arrears, Rachel's private lease was not renewed, and she faced becoming homeless with her new baby.

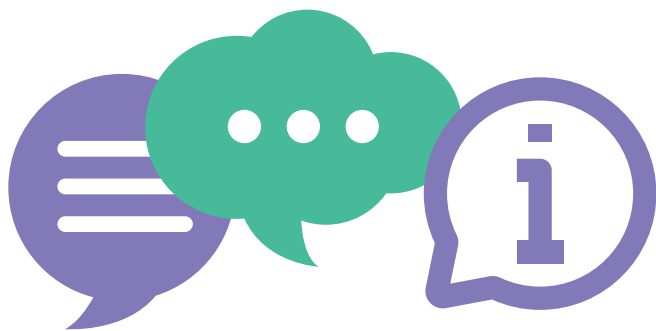
The local housing service centre helped connect Rachel with Jacaranda Housing, and Rachel secured a two-bedroom unit in Windsor, close to the health services Xavier needs.

"Honestly I don't know where we'd be today if it wasn't for Housing and Jacaranda Housing's help. I had Xavier, and found out I was having him an hour before he came... (I) called out back to Housing and said 'Oh my God, please help me'. Fortunately, Jacaranda Housing came to my rescue... The place is beautiful, it's practically new inside, it's secure. I've got nothing to complain about."



Minister for Housing, the Hon. Meaghan Scanlon MP, recently paid Rachel a visit in her new Windsor apartment

"Xavier is the cruisiest, happiest baby. And I still sometimes go, wow, I can't believe he's here."



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](#)

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 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



Upcoming Events - Brisbane



Summer swimming - \$2 entry across Brisbane's pools

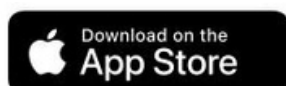
From 1 December 2023 to 29 February 2024, general entry fees for Brisbane City Council's 22 pools will be discounted to \$2 per entry. The summer dip promotion is for most types of general entry, including Brisbane's Active and Healthy activities and events, which you can find out more about [here](#). Programs operated by the pool operator, like swimming lessons and aqua-aerobics, and entry to Chermside Pool Water Park aren't included in the initiative. You can find your local pool [here](#).



Brisbane app

The free Brisbane app, powered by Brisbane City Council, is your one-stop-destination for things to see and do in Brisbane.

To explore the best of Brisbane, download the Brisbane app on the Apple Store or Google Play. Search 'Brisbane'.



Enjoy the festive season in Brisbane

December is a wonderful time to get out and about in Brisbane with many free and fun events suitable for all ages.

Christmas on Queen runs from 1 – 24 December with Christmas-themed pop-up performances and roaming acts in the Queen Street Mall from 11am – 2.30pm daily, and during late-night shopping from 4.30pm – 8pm.

Christmas at The Lott by Golden Casket City Hall Lights will transform Brisbane's iconic City Hall with a magical light and sound Christmas story. This lively show runs from 7.30 pm to midnight daily, from 8 – 24 December in King George Square.





Upcoming Events - Redlands

Four fun, free things to do in Wynnum this summer

1. Stroll along Wynnum Mangrove Boardwalk

This 800m walk through the mangrove forest takes about half an hour. An information trail identifies natural highlights and explains the importance of mangroves to the area. At high tide the experience is a peaceful walk over water, whilst at low tide enjoy scurrying crabs and sea life exposed by the water's retreat. With bench seating, an over-sea lookout with fabulous bay views, and a bird hide, the walk can take as long and be as relaxed as you like.



2. Swim in Wynnum wading pool

After your walk in the mangroves, cool off with a splash in the seawater filled wading pool. The pool has a small water slide and nearby adventure playground and splash park for the kids.



3. Try your luck fishing on Wynnum Jetty

The Jetty is a popular fishing spot. Get there early to claim space under one of two pergola's. or close to the water's edge. Wynnum Jetty offers deeper water than other local pier's and is known for bream, flathead and whiting.

4. Picnic by the sea

After all of this adventuring you'll be hungry. There are lots of picnic and barbecue areas along the foreshore, perfect for cooking up your fishing catch, bringing a picnic from home, or trying the local fish and chip shops. The Summer Salad recipe on page 12 is a great option for picnics.



Manly Harbour Village Christmas lights

The annual Manly Harbour and Village lights kick off on Saturday 2nd December from 4pm. Enjoy Christmas Carols, Merry Madagascar family movie, a visit from Santa, and a laser light show grand finale.

Take a trip to Manly after dark throughout December to view the Harbour and Village festive lights.

Member Update



Annual General Meeting

Thank you to those who could attend this year's AGM, held on Saturday, 11th November.

The AGM again provided an opportunity to come together and reflect on a busy and productive year at Jacaranda Housing. We farewelled board directors Pam Britton, Shane Mackenzie, Aaron Sorensen, Katherine Visini, and George Zukiwskyj, and thanked them for their time and valuable contribution. We also welcomed four new directors to the board. Members elected Tenant Stakeholder Directors Wendy Hunter and Shane Mullins. Linda Carroli was elected as an independent director, and Mark Francis was elected as the stakeholder significant contributor director.

At the AGM, the growing success of our Better Homes for the Future strategy was recognised, which you can read more about below. We also acknowledged the success of our third-party community housing partnership, which has added 80 homes in Windsor and Lutwyche to our tenancies and assets under management. We are looking forward to identifying and establishing further partnerships to increase our housing under management, as we continue to work collaboratively to address the current housing crisis.

The experiences of our tenants are always close to our hearts, and our annual review shared some heartwarming tenant stories. Simone's experience of moving into a brand new apartment at Lutwyche, and Rachel's gratitude for her new home, following the unexpected arrival of baby Xavier. If you haven't already read the annual review we encourage you to contact our office for a copy.

Better Homes for the Future

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

Jacaranda is proud of the improved standard of living offered by homes purchased through the Better Homes for the Future Strategy. With features like air-conditioning, modern appliances, security screens and doors, and large balconies, they really are better homes.

Sharing well-designed common areas with gardens and barbecue facilities, our new homes encourage social interaction and community-building. They are close to health, education, and transport corridors, which allows tenants to remain in close connection with their community.

So far under the strategy, we have divested 10 older houses and replaced them with 15 new homes for existing Jacaranda Housing tenants, and people on the social housing register. Together, we are doing our part to address the current housing crisis being experienced in Queensland, and across the nation.

Since 2021 we have relocated 16 households into newer, modern homes. These modern homes provide an improved quality of living and enhanced safety and security. The heartwarming feedback that we've received from our tenants highlights the positive impact our new homes have had on their lifestyle, health, and well-being.

Member Update

Introducing Our Latest Property Purchase: A modern and secure one-bedroom, one-bathroom home in Fitzgibbon. Settled in November, this modern home marks the 15th property secured under our Better Homes strategy, nestled in a well-situated and highly coveted area of North Brisbane. Its prime location offers easy access to public transport, healthcare facilities, and shopping conveniences, making it an ideal home.



Fitzgibbon- One Bedroom Unit

Christmas Recipes



Pavlova

This is a refreshing fun and easy recipe to share after

Ingredients

- 6 egg whites large
- 3 tsp white vinegar
- 3 tsp vanilla essence
- 1 pinch salt
- 3 cups of caster sugar
- 3 tsp cornflour
- 4 tbs boiling water

Equipment

- 1 bowl
- baking paper



Method

1. Place ingredients into a large mixing bowl, adding the boiling water last.
2. Beat on full speed until very stiff.
3. Spread on a pavlova plate or baking sheet and cook for 15 minutes at 160C, then approximately 1 hour on 150C.
4. Cool in the oven with the door ajar.
5. Top with whipped cream and fruit of choice.



Fresh Summer Salad

Festive colours make this a great salad for summer celebrations.

Ingredients

- 1 cup small pasta shells
- 3 ripe tomatoes, diced
- 1 cucumber, diced
- 1/3 cup Italian salad dressing
- 1/3 cup basil leaves, lightly torn
- 1/4 cup grated parmesan

Instructions

1. In a pot of salted boiling water, cook the pasta as per the instructions on the packet. Once cooked, drain under cold running water to cool the pasta.
2. In a large bowl gently mix the cooled pasta, tomatoes, cucumber, salad dressing and basil leaves.
3. Season with salt and pepper to taste, and sprinkle grated parmesan over the top to serve.





Sudoku

Complete each row, column and square using only the numbers 1 – 9.

5		7	2				9	
		6		3		7		1
4							6	
1			4	9				7
			5		8			
8				2	7			5
	7							9
2		9		8		6		
	4				9	3		8

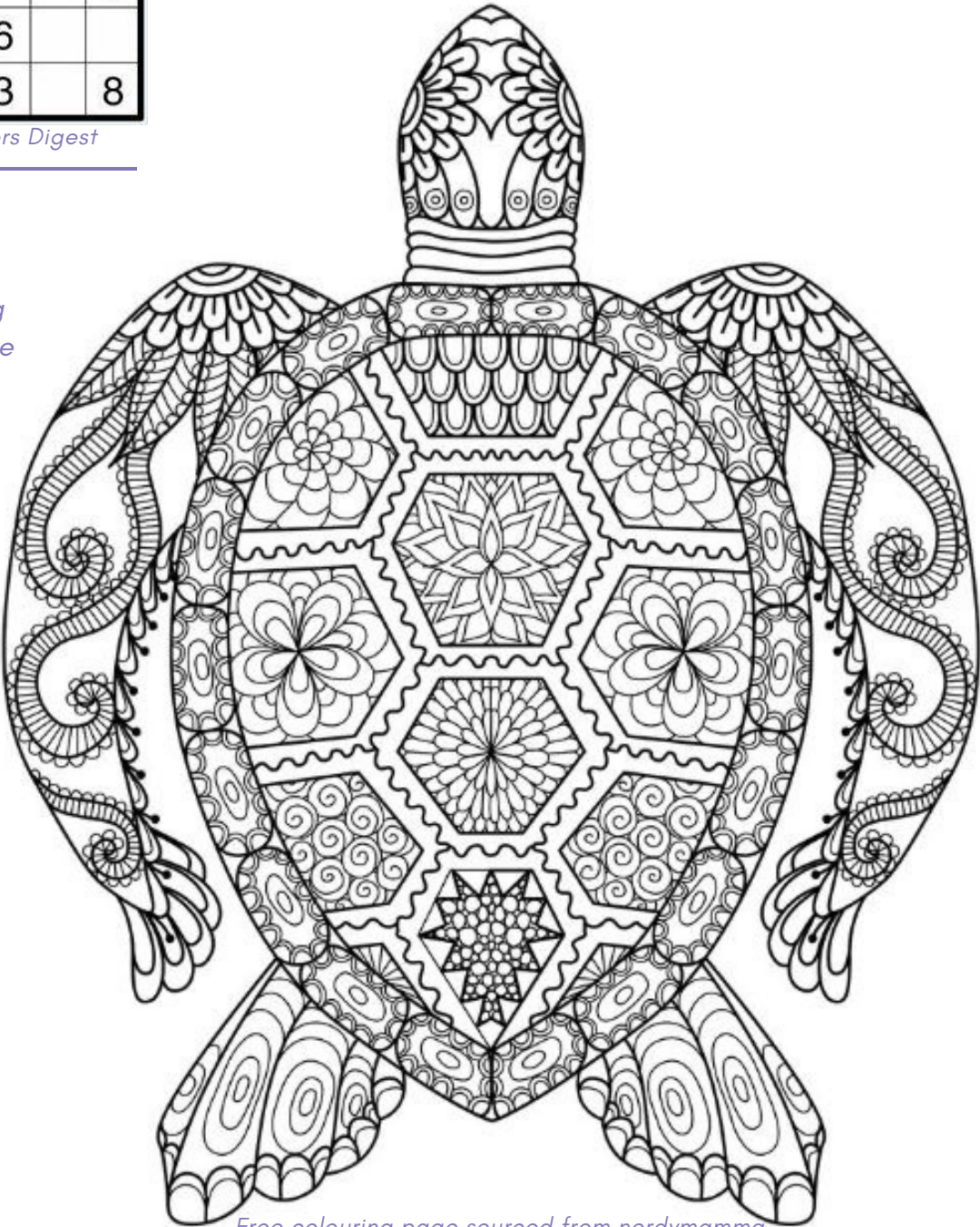
Free Sudoku sourced from Readers Digest

Top tips

- Don't repeat any numbers within a row, column or square.
- Don't guess!
- Use the pre-filled numbers to help you work out where each number goes.
- Use a process of elimination if you're not sure.

Mindful colouring

If the holiday season is getting a much, try listening to your favourite music while relaxing with this mindful colouring activity.



Free colouring page sourced from nerdymamma

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 & 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



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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 damage 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

