

Summer Wrap



Dear tenants,

As the year winds down and we head into summer, I wanted to take a moment to reflect on some of the great things happening across Bric and share what's ahead.

We've just held our Annual General Meeting – a fantastic opportunity to celebrate what we've achieved together this past year. We celebrated ten years of supported housing in Redcliffe with our support partners Open Minds. I'm also proud to say we are adding more homes across Brisbane, the Bayside and also in Redcliffe. None of this happens without the efforts of our staff, partners, and most importantly – your feedback and involvement.

Speaking of which, our Customer Advisory Committee has been hard at work shaping policies and improving communication, including this very newsletter. Their insights help us stay focused on what really matters to tenants, and we're always looking for more voices to join the conversation.

There's plenty of good news in this edition: from a fresh coat of paint thanks to Habitat for Humanity volunteers, to mindful moments in Clayfield with guided meditations, and tips for getting ready for the summer months.

We're also highlighting some changes to how Centrepay deductions work – so please have a read and reach out if you need help with the new process. Our Customer Service Team is always your best first point of contact – and they're here to make things easier.

I hope you enjoy this summer wrap-up and find something helpful, inspiring, or even just fun inside.

Jane West

Chief Executive Officer
Bric Housing



Bric operating hours during the festive period:

- **Wednesday 24 December**
office closes 3pm
- **Thursday 25 – Friday 26 December**
office closed
- **Monday 29 December**
office closed
- **Thursday 1 January**
office closed
- **Friday 2 January** return to usual opening hours

When the office is closed, emergency repairs can be reported anytime on 07 3230 5542.

Inside

- **Centrepay deductions**
Page 2.
- **Preparing for summer**
Page 4.
- **Maintenance MythBusters**
Page 4.

Changes to Centre Pay



Important Changes to Centrepay Payments

We want to let all tenants know about important changes to the way rent, utilities, and other payments are managed through Centrepay.

What is Centrepay?

Centrepay is a free service that lets you pay bills directly from your Centrelink payments. It automatically deducts the amount you choose and sends it to approved businesses before you receive your payment. Learn more at www.servicesaustralia.gov.au/centrepay.

What's Changing?

From 3 November 2025, Centrelink has updated the process for Centrepay deductions. To help you understand the changes, we'll include Services Australia's Centrepay Customer Deduction Guide with your next rent review.

Key Changes to Know:

- Bric will no longer use our own Centrepay form. The Government's SA501 form (Centrepay Deduction Authority) will now be used.
- We are not allowed to fill out any part of the form for you. If you choose to submit one, it must be fully completed and signed by you.
- You may choose to complete a Centrepay deduction form and request Bric setup or update your rent, any rent arrears, and/or charges that are included in your lease. You must complete a separate deduction form for any water or maintenance debt.
- We encourage you to manage changes directly through Centrelink—either online, over the phone, or in person. Visit the help guide at www.servicesaustralia.gov.au/centrelink-online-account-help-add-new-centrepay-deduction
- You are responsible for making sure your rent is paid on time.
- For help with financial decisions, you can contact a Financial Information Service Officer at Services Australia. More at www.servicesaustralia.gov.au/fis

Other Ways to Pay

You can continue paying Bric by:

- Direct bank transfer
- EFTPOS at our office or over the phone
- Centrepay deduction

We know these changes might be confusing, especially around rent reviews. If you need help, please contact Bric Customer Service on **07 3230 5555**.

Got a question or need help? Think first point of contact – The Customer Service Team!

It's important to us that you can reach Bric easily and get help quickly. Many tenants think they need to contact their Housing & Communities Officer, but most enquiries can be handled right away by our Customer Service Centre.

Our Customer Service Officers are your best first point of contact. They're here to support you Monday to Friday, 8:30 AM – 4:30 PM, and can assist with:

- Paying rent, water, or repair charges
- Reporting maintenance issues or tenancy concerns
- Applying for a transfer, pet approval, or home modification
- Questions about your rent calculation
- Providing Feedback and/or complaints

If your enquiry *does* need a Housing & Communities Officer, the Customer Service Team will make sure it's passed on to the right person.

Housing & Communities Officers spend a lot of time out of the office visiting tenants and properties and may take up to 10 business days to respond — so calling Customer Service first will get you help faster.

You can reach the Customer Service Team on **(07) 3230 5555** or **info@bric.org.au**.

Brush With Kindness – Partnership with Habitat for Humanity Australia



A team of corporate and community volunteers from **Habitat for Humanity Australia** recently rolled up their sleeves to repaint one of Bric's unit complexes in Brisbane.

Habitat for Humanity Australia provides housing solutions for vulnerable people and low-income families, and through their Brush with Kindness program, have mobilised more than 10,000 volunteers to help build, paint and repair homes across Australia.

Working alongside corporates and local partners, Habitat Australia helps to refurbish crisis accommodation and transitional housing for people experiencing housing insecurities or homelessness, and women and children escaping domestic violence.

Thanks to Project Supervisor Helena's excellent coordination and Habitat for Humanity Australia's volunteers, the complex has been given a much-needed refresh.



Bric's Asset Officer Tim with Habitat for Humanity Australia corporate and community volunteers

Guided meditations with Gonpo

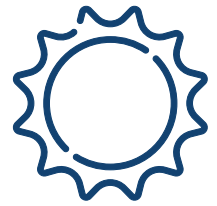
Throughout 2025, the 'Medicine for the Mind Meditation Series' has been running at Clayfield. The program is facilitated by Gonpo from Karuna, a local hospice service. It all started thanks to Bethney, one tenant who'd found the meditations valuable personally and had asked if Karuna were willing to provide community outreach so more people at Clayfield could benefit.

Bethney presented Gonpo with a gift of appreciation on behalf of all tenants and shared a thoughtful speech recognising Gonpo's time and contributions he's made through his teachings.





Preparing for summer – keeping cool, comfortable, and safe



As the days heat up, a few simple steps can make your home more comfortable and help prevent avoidable maintenance issues.

- **Stay cool efficiently:** Keep blinds closed during the day to block heat, and open windows in the evening when it's cooler to let fresh air flow through. If you have ceiling fans, switch them to spin counter-clockwise, it pushes cooler air down.
- **Report maintenance early:** Don't wait for small issues to become big ones. A leaky tap, loose flyscreen, or broken fan can make summer harder to manage, let us know early so we can help.
- **Mind the mould:** Warm weather and humidity can cause mould to grow quickly. Keep air circulating, wipe away condensation, and let us know if you notice persistent dampness.
- **Check around your property:** If you have a yard or balcony, make sure drains are clear of leaves before storm season. Keeping outdoor areas tidy helps prevent water pooling and pests.

A little summer prep goes a long way toward keeping homes safe, comfortable, and energy efficient.

Maintenance mythbusters – sorting fact from fiction



We hear plenty of questions about who's responsible for what when it comes to maintenance, so here are a few common questions we wanted to clarify.

Myth 1: “Bric handles everything that breaks.”

Not quite. We look after the structure and fixtures of your home, things like plumbing, electrical, and major repairs. But tenants are responsible for day-to-day upkeep like cleaning, changing light bulbs (if accessible), keeping drains or vents clear, or reporting minor damage early before it gets worse.

Myth 2: “If it's a small issue, it's not worth reporting.”

Actually, small issues can become big ones if ignored. That tiny drip or loose door handle might seem minor now, but catching it early saves hassle later, for everyone.

Myth 3: “Mould is always a maintenance issue.”

Mould can happen for a few reasons. Sometimes it's related to building issues we'll fix, but often it's about ventilation and moisture in daily living. We'll always work with you to figure out the cause and best solution.

Each home is a shared responsibility, and by knowing what's what, we can work together to keep them in great shape.



In the last newsletter (page 7) we looked at charges tenants might receive other than rent. We noted this includes 'maintenance costs for repairs that were requested by the tenant'. This refers to any maintenance costs for repairs requested by you or required due to damage beyond normal wear and tear.

Neighbourly living – keeping the peace this summer



Summer means more time outside – BBQs, music, family visits, and long evenings. It's also the season where good neighbourly habits really shine.

- **Keep noise in check:** Enjoy yourself, but be mindful of others, especially at night. A quick chat with neighbours before a gathering can go a long way.
- **Shared spaces:** Whether it's carpark, gardens, kitchen, or laundry areas, a little care keeps things pleasant for everyone. Clean up after yourself and respect common areas.
- **Pets and balconies:** Make sure pets are secure and that balconies or outdoor spaces are kept

tidy, especially with high summer winds.

- **Community spirit:** If you notice something that could use attention, like overgrown plants, broken lights, or litter, let us know. A small report can help keep the whole complex looking good and feeling safe.

Strong communities start with simple acts of respect and consideration – and summer's the perfect time to reconnect with the people who share your space.

Keep your electrical appliances safe – protect yourself and your home



Electricity powers our daily lives, but faulty appliances can put you at risk of electric shock and cause power outages when the safety switch trips. Here's what you need to know to stay safe.

Why safety matters

Safety switches (Residual Current Devices) are installed in Queensland properties to protect you from electric shock. They cut power instantly if they detect a fault, often caused by a damaged appliance, faulty wiring, or water getting into electrical parts. This is a life saving feature, not an inconvenience.

Simple steps to prevent problems

- 1) Inspect Your Appliances Regularly: Check cords for fraying, cracks, or exposed wires
- 2) Unplug Before Resetting
 - If your power goes out and the safety switch has tripped, unplug all appliances first and turn all power points off.
 - If you have access to the switchboard, reset the switch, then plug appliances back in one at a time. If the power trips again, that appliance is likely faulty. Do not use it.
 - If It's a Bric Housing Appliance: Stop using it immediately and call us on (07) 3230 5542.
 - If It's Your Own Appliance: Stop using it, dispose of it safely, and replace it.

- 3) Avoid Overloading Power Points: Plugging too many devices into one outlet can cause overheating and faults. Use power boards with overload protection to protect your appliances.
- 4) Keep Water Away from Electricity: Never use appliances near sinks, bathtubs, or outdoors in wet conditions. Moisture is a major cause of safety switch trips.

Safety switch maintenance

If you live in a Bric Housing or Department of Housing property, the safety switch will be tested annually by the property owner or Bric Housing to ensure it is working correctly.

What to do if you get shocks or tingles

- Stop using the appliance or fixture immediately.
- If you are not sure if you've received a shock and need advice, call Energex on 13 19 62
- Seek medical advice, even minor shocks can have delayed health effects.
- Never try to rescue someone being shocked, Call Triple Zero (000) instead.

Feedback vs complaints – what’s the difference and why it matters



At Bric, we welcome all feedback from our tenants – whether it’s a suggestion, a compliment, or letting us know something hasn’t gone as it should. But it’s not always clear where feedback ends and a complaint begins. Here’s a simple guide to help.

What is feedback?

Feedback includes general observations about your experience with your tenancy, property, or community. It can include compliments, suggestions for improvement, or reporting minor issues or antisocial behaviour. Feedback helps us understand what’s working well and what could be better.

Every bit of feedback helps us build a clearer picture of daily life in our communities, identify trends, and continually improve.

What is a complaint?

A complaint is when you’re unhappy with something Bric or one of our contractors has done (or hasn’t done), and you want it to be fixed. We manage complaints through a formal process to ensure every issue is handled fairly and promptly.

We treat feedback and complaints differently because they serve distinct purposes:

- **Feedback** helps us learn and innovate.
- **Complaints** help us put things right.

Both are essential to making Bric stronger.

Improving how we listen and respond

We’re committed to improving how we collect, analyse, and respond to tenant input. Some of our current improvements include:

- Easier ways to give feedback – clearer forms and online submission.
- Better data analysis – using trends to guide change.
- Closing the loop – updating tenants on actions taken.
- Increasing tenant voice – through our Customer Advisory Committee and regular pulse surveys.

Whether you’re raising a concern or sharing a great idea, we’re here and we’re listening.

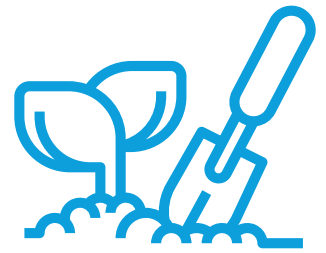
Tip for recording antisocial behaviour

If you think antisocial behaviour is occurring where you live, keeping a record can help us investigate. Helpful information includes:

- **When:** Date and time
- **Where:** Exact location
- **Who:** People involved (with descriptions)
- **What:** What happened
- **How:** How it affected you
- Photos or audio recordings can also assist



Spring garden competition winners



We had another fantastic year for the Spring Garden Competition, with entries ranging from vegetable and herb gardens to plants and florals.

A big thank you to all who entered and shared their garden spaces, you made judging very difficult. We're thrilled to share this years overall winner was Crystal with her fantastic garden space, along with Patrick's vibrant flower pots earning the Honourable Mention award.

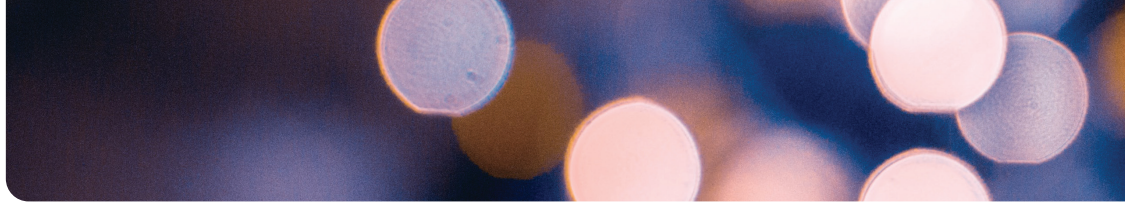
Congratulations, we can't wait to see what next year brings.



Patrick's garden

Crystal's garden





Introducing ‘Committee Corner’

Since forming in April 2025, Bric’s Customer Advisory Committee have helped shape a variety of documents and areas of focus, including:

- Proposing new ways to increase the reach and response rate of the Tenant Satisfaction Survey
- Suggesting changes to the way we communicate about non-rent debt
- Recommending ideas to make the Tenant Newsletter content more engaging for all tenants
- Reviewing Bric’s Customer Service Charter and providing suggestions to ensure clear language and fair expectations

The Committee began with a Welcome Meeting in April 2025, where tenants had the chance to meet each other and chat through aims, as well as what they hoped to contribute through their involvement. Members also met with representatives from Bric’s Executive Team and Chair of the Board of Directors, who highlighted the value of the Committee as an important way to amplify our tenant voice.

What’s the Committee all about?

The Committee aims to:

- Reflect the different perspectives, needs and interests within community
- Discuss collective problems impacting Bric tenants and find opportunities to improve outcomes

- Promote inclusion; contribute to a sense of belonging in the practices of the Committee and in all recommendations
- Strengthen communication between tenants and Bric
- Identify and contribute to community engagement initiatives that support sustainable housing and safe neighbourhoods
- Capture clear feedback and recommendations on Bric policies and operational services



(Left to right) Jane West, CEO with Committee member Darryl and Micheal Gherm, Executive Manager

Interested in hearing more? We’re looking for tenants with different experiences and backgrounds to grow the Committee. Have a chat with Ellen, Community Cohesion Officer
07 3230 5555

Prize draw winners

Throughout the year, we’ve had many valuable conversations with tenants — sharing ideas, raising concerns, and offering suggestions for how we can do better. One of the most important ways we gather your feedback is through the Tenant Satisfaction Survey.

Your responses give us a clear picture of what’s working well and where we can lift our game, whether that’s improving communication, making sure support services are easy to access, or creating more opportunities for you to get involved in your community.

A big thank-you to everyone who took the time to complete the survey — your input truly helps shape our services. And congratulations to the lucky prize winners, randomly drawn by CHIA, who run the survey!



Bric Housing and Open Minds are celebrating 10 years of partnership at Henry Street, Redcliffe – a supported housing community that has changed lives by combining safe homes with wraparound support.

Since opening in 2015, Henry Street has provided stability, dignity, and hope for more than 60 tenants facing homelessness, domestic violence, mental health challenges, and other barriers.

We were proud to mark this milestone at a special event last alongside tenants, partners, and community leaders, and to continue delivering local solutions that create pathways out of homelessness.

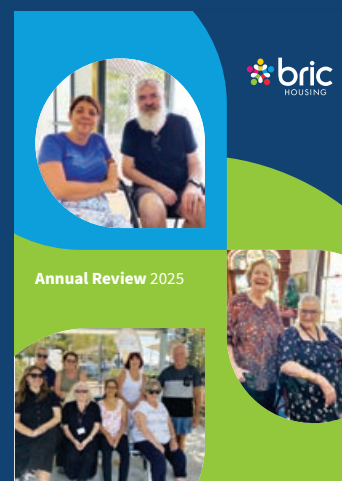


A year of achievements

We recently held our Annual General Meeting (AGM), and it was a great chance to celebrate everything the Bric team has achieved over the past year. We're proud to have delivered new homes while continuing to provide quality services for our current tenants. We also highlighted our ongoing commitment to listening to tenants and valuing your opinions.

We have also just launched the Bric Annual Review which can be downloaded here:

www.bric.org.au/about-us/publications/



(Left to right): Ellen Community Cohesion Officer, Jane CEO, Darryl, Max and Norman Committee members, Hiro Chair of the Board of Directors, and Micheal Executive Manager of Housing & Impact.

Clayfield's Community Garden

A group of tenants have formed to share their joy of gardening and growing fresh produce. After lots of discussions and planning, they held a planting day to get the first plants into the soil. A big thank you to the Clayfield United Church and Community for their support of the project.



New Homes in Wynnum

We're excited to have partnered with the Department of Housing to deliver 50 new homes in Wynnum. The complex will provide more quality social homes for individuals and small families, through 10 x 1 bedroom units and 40 x 2 bedroom units. These homes are due for delivery in March 2026. As such, we have now started our allocations process. If you'd like further information, please contact us on 07 3230 5555 or via email at info@bric.org.au



Simple Christmas Cake



With Christmas not too far away, resident Ramona has kindly shared a recipe in preparation for the festive day.

'This 3 ingredient recipe was made famous by the Country Women's Association (CWA).

It's a fail-proof, no-fuss recipe that has stood the taste of time!'

Here goes.

INGREDIENTS

6 cups(1 kg) mixed fruit/nuts

2 1/2 cups liquid

(ginger beer, ginger ale, sweetened OJ, chocolate milk, or iced coffee.)

2 Cups self-raising flour (can use gluten free...but make sure it's self-raising)

METHOD:

1. Place fruit mix in bowl.
2. Pour liquid onto mix.
3. Mix well. Cover with plastic wrap.
4. Refrigerate overnight.
5. Add self-raising flour and mix well to make a batter.
6. Place cake batter into greased, 9" pan lined with baking paper.
7. Tap pan on counter to remove air bubbles.
8. Bake @ 160 degrees Celcius for 1 1/2 to 2 hours.... until a skewer comes out clean.
9. Set on a wire rack to cool.

'I glaze mine with orange marmalade whilst it's hot.

(You can also add maraschino cherries, Brazil nuts or rum, brandy or liqueur to the cake batter to make it a bit fancy.

Enjoy!

Ramona