

Winter Wrap



Inside

Clayfield gardeners and their homegrown produce

Feedback and Complaints Update Our Progress So Far

Following the feedback you gave us in the most recent Tenant Satisfaction Survey, we committed to taking action and following through with meaningful improvements. How we manage complaints, communicate with all tenants and follow through on requests, were some of the main priorities.

Since our last update, we've continued to focus on these areas and wanted to share how the changes we've introduced are tracking.

What we've worked on and how it's improving our service to you

> **Faster response times**

We've streamlined how complaints are allocated, investigated and responded to. For you as a tenant, this means we will acknowledge a complaint from you sooner, as it will be inline with our new procedure requirements.

> **Clearer, more consistent communication**

We've focused on improving how we communicate with you, so you now receive more regular updates on the progress of your complaints. We've also seen fewer follow-up calls asking for updates, which suggests improvements are making a difference.

> **Improved tracking and accountability**

With better processes in place to monitor complaints, we have greater visibility over timeframes and outcomes. This has helped reduce delays and ensures matters are followed through to completion.

> **Stronger staff capability**

Our teams have undertaken additional training in customer service and complaint resolution. We're receiving more positive feedback from you, including an increase in compliments about staff support.

> **Using feedback to fix root causes**

By analysing trends in complaints, we've been able to identify recurring issues and take steps to address them at the source, leading to fewer repeat concerns in some areas.



What we're seeing so far

While we know there is more work to do, early results are encouraging:

- > Improved response and resolution timeframes
- > Fewer repeat enquiries on the same issues
- > Increased positive feedback about staff interactions
- > Better visibility and follow-through on complaints

Our commitment continues

We are committed to continuing this momentum and building further improvements over time. Our goal is to provide a service where you feel confident that your concerns will be addressed.

Your voice matters

Please continue to share your feedback – whether it's a concern, suggestion or positive experience. Your input is essential in helping us improve and deliver a better service for everyone. Thank you for your continued support and for working with us as we make these improvements.



CEO Update

In this edition we highlight the many ways our community continue to support and look out for one another.

We know there are cost of living pressures for our tenants. We also know that having the right support, clear information and a strong sense of community can make a real difference when these pressures are part of everyday life.

In this newsletter, we've shared information from a few local support services and community programs, including the employment pathway program Boxing Barista and the Women & Girls Health Hub. We've also included where to go for practical support, like help to improve financial wellbeing. You'll also find community activities and opportunities to stay connected over the colder winter months.

We've been working on how we respond to feedback and complaints. Earlier this year, many tenants told us they wanted clearer communication, faster follow-up and greater confidence that concerns were being resolved. In this edition, you'll read about the changes we've made and the early improvements we're seeing. While there is still more work to do, we're committed to listening, learning and continuing to improve the tenant experience.

I'd also like to thank the members of our Customer Advisory Committee and all tenants who continue to share ideas, feedback and practical suggestions. Your input helps shape our services and strengthen our communities.

Jane
Bric CEO

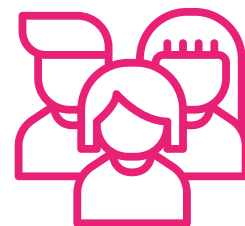


In March, Bric's Social Committee hosted a morning tea for staff to celebrate Harmony Week. Harmony Week celebrates Australia's cultural diversity and encourages inclusion, respect and a sense of belonging for all. Orange, the symbol of Harmony Week, represents support for cultural diversity and an inclusive Australia. Behind the Social Committee, you can see colourful hand cut-outs from Bric staff alongside flags representing the many countries and cultures that make up our workplace.

Harmony Week also reflects Bric's values by bringing people together through respect, inclusion and belonging. By celebrating the cultures, stories and experiences within our team, we strengthen the connections that help make Bric a welcoming and supportive community for everyone.



Staying Connected in Winter



Boxing barista program

Do you know of anyone who's looking to get into hospitality work and improve their health and fitness?

Fortitude Boxing and the Coffee Commune have teamed up to create a supportive program that teaches people how to make coffee and how to box.

The program runs for three weeks with participants spending five mornings at the Coffee Commune to receive their Certificate in Introductory Barista from The Coffee Commune. The Coffee Commune provides coffee to over 1,400 venues across Queensland and can support pathways into work at one of their venues.

After lunch, they then attend Fortitude Boxing Gym where they're trained in Fitness and Boxing under Jimmie 2 Shoes. All fitness levels and abilities are welcome, the oldest boxer is in her 70s! All receive a pair of new boxing gloves, wraps, skipping rope and T-Shirt for them to keep.

To apply online: www.fortitudeboxing.com.au/baristas or get in touch with Bric if you need help to apply.

Who can apply: Participants need to be unemployed (working less than 5 hours per week when they apply), not currently studying and hold an Australian permanent residency visa.



Caboolture Women & Girls Health Hub

Women and girls in Caboolture now have access to a new free health and wellbeing service through the Wellspring Women and Girls' Health Hub, delivered by Micah Projects.

The Hub provides a welcoming, trauma-informed space where women and girls can access a wide range of health and support services, including medical care, sexual and reproductive health, counselling, child and family health support, chronic pain support as well as help navigating the healthcare system.

Located on George Street, the Hub focuses on supporting women and girls who may be experiencing homelessness, domestic or family violence, isolation, discrimination, or other barriers to healthcare.

The hub welcomes walk-ins, or if you'd prefer to call or email to talk through further details please contact:



Level 1, 23-25 George Street, Caboolture
(07) 5294 9670
Women.girlshealthhub@micahprojects.org.au

Support for Young Parents in Social Housing

Young parents and pregnant women in social housing can access extra support through Micah Projects' Supported Tenancies for Young Parents program.

The program provides mobile support and advocacy for young families aged 16–25, helping them maintain their tenancy and build stability through early-intervention and post-crisis support.

Support is tailored to each family's needs and can include help understanding tenancy responsibilities, communicating with housing providers, managing financial stress, accessing property maintenance support, and improving safety and wellbeing. The service also connects families with parenting supports, health and wellbeing services, and community connections.

The service is available to young parents and pregnant women living in social housing across the Moreton Bay region, including Maroochydore.

(07) 5294 9670
supportedtenanciesMB@micahprojects.org.au

Burnie Brae Community Services

Burnie Brae supports people across North Brisbane and Moreton Bay to stay active, independent and connected in their community.

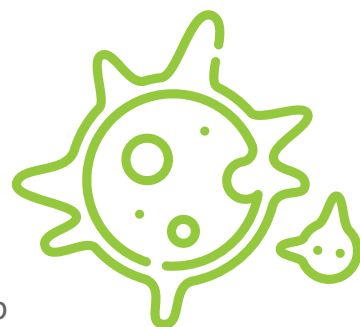
Their services include:

- Exercise physiology, physiotherapy, occupational therapy, remedial massage and hydrotherapy
- In-home and community support services to help people continue living independently
- Social support, respite care, transport assistance and nursing support

Services are available at the Chermside Community Centre and through in-home support programs across North Brisbane and Moreton Bay.

Chermside Community Centre,
60 Kuran Street, Chermside
(07) 3624 2121
enquiries@burniebrae.org.au
burniebrae.org.au

Preventing Mould and Damp



Queensland's warm, humid weather makes it easy for mould and damp to build up inside homes. Simple steps like letting fresh air in and managing moisture really matter.

Keeping moisture under control is one of the best ways to keep your home in good condition and healthy to live in. A few small habits can make a big difference:

Simple steps that help:

- **Ventilate:** Open windows regularly or use extractor fans when cooking, showering or drying clothes.
- **Heat evenly:** Consistent moderate heating helps prevent condensation.
- **Condensation:** Wipe condensation from windows and tiles when you see it.
- **Report Issues:** Report leaks or persistent damp quickly – they rarely go away on their own.



Report Leaks Early: Here's Why It Matters



A small drip might not seem urgent, but even tiny leaks can cause big problems over time. Left unchecked, they can damage ceilings, walls and flooring leading to higher repair times and costs. If you do spot something please report it right away, even if it seems minor. Signs of dampness can sometimes look like a water patch or water stain where the paint looks darker, or where mould is reoccurring.

Report any concerns by:

- calling the Customer Service Team on (07) 3230 5542.
- Lodge a repair request online via the [Bric website](https://www.bric.org.au).
- email maintenance@bric.org.au

Photos help us to get a better picture of the issue and arrange appropriate contractors, so please always try to take a photo of the area.

Property Awareness: Know Your Home



Understanding how your home works can sometimes help to prevent small issues from becoming bigger problems. It's a good idea to take a few minutes to learn where to find the main water stop tap – this could be outside your home or in a shared area depending on the type of property. It's handy to know where it's located so it can be quickly turned off if there's ever a leak or burst pipe.

The electric fuse box and safety switches (also called a switchboard) – this also can be located in different areas depending on the property, sometimes inside your home or in a shared or external area. Knowing where it is can be help if you need to safely reset the power if something trips or if there's an electrical fault.

If you have any questions or concerns, have a chat with the Customer Service team on (07) 3230 5542.

Have your contact details changed?

It's important that we can contact you quickly if there is an emergency, urgent property issue or important update about your tenancy. If you've recently changed your phone number, email address, emergency contact or next of kin details, please let us know as soon as possible.

Keeping your contact details up to date helps us stay connected and ensures you continue to receive important information and support when needed.



Financial Supports and Help with Managing Rising Costs



The current cost of living crisis and low supply of suitable housing is adding huge pressure to households. We understand that managing your expenses under these conditions can often feel like you are fighting a losing battle. If you are having trouble managing your finances, **please contact your Housing & Communities Officer**, who can help to connect you with supports.

There are a range of community resources available to support tenants experiencing financial hardship. Programs such as rent assistance and emergency financial aid can provide shortterm relief during difficult periods. Our team can help you explore these options and connect you with local organisations that best match your needs. The organisations listed below offer financial support to anyone in need.

St Vincent de Paul (Vinnies)

Provides a broad range of support including food hampers, hardship relief (Vinnies Interest Free Loans, SPER Debt Hardship support), assistance with essentials and clothing and financial wellbeing services.

Phone: 1800 846 643

Communify – Sustaining Tenancies

Supports people who may be at risk of losing their tenancy by offering practical assistance and ongoing personalised support.

Phone: (07) 3510 2789

Caboolture Community Care

Offers crisis assistance, counselling and brokerage support through the Emergency Relief Program. Services are available to residents in the Moreton Bay Region North area only. Appointments are required and Centrelink income statements, payslips and ID must be provided at each visit.

Phone: (07) 5495 6400

Moneycare (Salvation Army)

A free and confidential financial counselling service providing personalised guidance and support to help manage money challenges.

Phone: 1800 722 363

Encircle Homestay

Provides case management support to help address issues placing housing at risk, including rent arrears.

Phone: 07 3881 3500 (Pine Rivers)

Phone: 07 3284 3081 (Redcliffe)

Kyabra Housing Support Services

Helps tenants maintain their current housing by addressing the challenges that place their tenancy at risk. Support is tailored to individual needs and aims to achieve positive housing outcomes for individuals and families.

Phone: 07 3373 9499 (Brisbane)

Phone: 07 5441 3837 (Moreton Bay)

Committee Corner Update



The Customer Advisory Committee recently met, bringing together new and returning members to share ideas and reflect on progress.

We revisited the purpose of the Advisory Committee and its role in representing tenant perspectives, strengthening communication with Bric and contributing to improvements across our communities.

A big part of the discussion focused on key topics members want to keep working on. These include community safety, maintenance and repairs, managing cost of living pressures and challenges around accessing housing.



There was also a conversation about how to better share updates with tenants, including through this newsletter and online, so more people can stay informed and get involved.

The Committee will continue to explore these topics throughout the year, along with guests in specialist areas to join discussions.

We hope to keep all tenants up to date so in each Tenant Newsletter check out the 'Committee Corner' for latest news and updates.

If the Advisory Committee sounds like something you'd be interested in we'd love to hear from you!

Contact us to find out more about how you can get involved: (07) 3230 5555 or email mycommunity@bric.org.au

Share Your Money Saving Tips

From time to time, we'll hear about a clever way to save money or reduce everyday costs.

If you have a money-saving tip or hack, share it with the community! Each newsletter, we'll feature some of the best tips and at the end of the year, we'll draw an overall winner. We're looking for tips that are safe, legal and easy for others to try – practical ideas that make a real difference in everyday life.

Share your thrifty tip at info@bric.org.au



Clayfield Garden Pods Update

Clayfield's VIPs (Veggies in Pods group) were stoked to see more cucumbers and early stages of some capsicums as we head into the cooler months. At a recent session, the group were delighted to be joined by the expert green-thumb gardener helping stake plants and add trellises to support the growing plants.

Photo caption: VIP gardeners celebrating a cucumber crop



SPRING GARDEN COMPETITION

Snap and share your garden masterpieces with us for a shot at winning a \$100 Bunnings gift card! 📷🌻



ENTRIES CLOSE

25 OCTOBER 2026

Email a photo
with your name and address to:
info@bric.org.au



Brush With Kindness – Partnership with Habitat for Humanity Australia

We were fortunate to have the team of corporate and community volunteers from Habitat for Humanity Australia along to another Bric property.

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 again to Helena's excellent coordination and Habitat for Humanity Australia's volunteers for all their efforts.



Sharon's Boiled Chocolate Cake

What you need

- 2 Cups water
- 2 Cups sugar
- Heaped teaspoon bi-carb
- 225g Butter
- 4 Tablespoons Cocoa
- 3 Cups Self Raising Flour
- 2 eggs

How to make it

1. Heat the oven to 180c (160 c fan forced)
2. Grease or line a large tray / pan or 2 regular sized tins
3. Combine water, sugar, bi-carb, butter and cocoa in a saucepan and bring just to the boil
4. Take off the heat and cool
5. Beat in flour and eggs with an electric mixer
6. Pour into greased baking tray
7. Cook for approximately 35 mins (for tray), or until skewer comes out clean
8. Let cool on cooling rack
9. Ice with chocolate icing or dust with icing sugar if desired

If you have a favourite recipe you'd like to share in the next tenant newsletter, email it through to our Customer Service Team at info@bric.org.au

