

Spring Wrap



Mahjong Mornings

Celebrating a lovely birthday moment at a recent Mahjong morning. The group at Clayfield have been meeting weekly to play Mahjong thanks to the wonderful Doug and Judy from Burnie Bray. Their generosity and calm patience is appreciated as people learn the game for the first time and others refresh their memories.



New Homes for Wynnum



Queensland's Housing Minister Sam O'Connor helped us celebrate the official opening of 50 new social homes in Wynnum. The project was funded by the Queensland Government, with support from Brisbane City Council. Most importantly, there's now families and single people who have been able to settle into stable and affordable homes. All with their own stories and experiences of how experiencing housing insecurity impacted them. We particularly thank those who generously shared their insights and parts of their story on the day.

We are proud to provide this mix of 1 and 2 bedroom accessible homes, we see the acute need for more housing solutions to support people facing the uncertainty, hardship and worry of housing insecurity.

The collaboration, support and dedication from all the project partners has been instrumental in bringing this project to life and creating a lasting benefit for our community. We thank all partners including our Department of Housing and Public Works colleagues and Niclin Constructions.





CEO Update

As we move towards spring, it's a good time to reflect on the many ways our Bric community continues to grow, connect and support one another.

This edition aims to bring together a range of helpful information and to share some of your stories. It's been a busy time for Bric, one of the great things about this newsletters is the chance to reflect on the season gone and what we're working towards now. Our Advisory Committee have been looking at ways we aim to improve how well we communicate with you. We know that navigating services and finding trusted information can be hard, we're aiming to share more of your insights on places to go and people who have helped you. We're also glad to be sharing more of your voices here whether it's through a thrifty tip, a community gathering, a recommendation of a community service or a family recipe. We're particularly pleased to share the recent opening of 50 new social homes in Wynnum. Providing safe, secure and affordable homes is at the heart of what we do and it was wonderful to see our new residents at the centre of this celebration and hear about what having a quality home means to them.

You'll also find useful information about preventing pests, keeping your home safe, accessing financial and tenancy support and using community services that can help you stay connected and independent. We know that navigating these issues isn't always easy and we want to make it easier for you to find the right information and support when you need it.

Finally, thank you to everyone who takes part in our tenant events, shares feedback and contributes ideas through the Customer Advisory Committee. Your experiences and suggestions help us understand what matters to you and where we can do better.

I hope you find something useful, interesting or inspiring in this edition.

Jane
CEO, Bric Housing



Home and Health

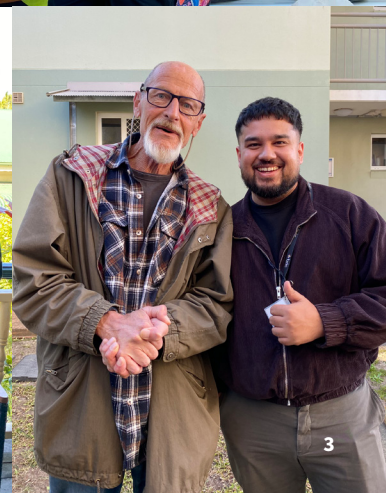
Throughout the year we've held OneBridge community nurse clinics across Bric homes. OneBridge provides outreach and place-based health services such as practical support to navigate healthcare systems and specialist services. They also provide crucial support with accessing the NDIS and My Aged Care.



Their knowledge of local health services and pathways into other wellbeing supports is so valuable. They often help tenants access social supports and opportunities to connect with others too. The nurses take a whole-of-health approach to wellbeing. This can include support to access primary care, mental health care, drug and alcohol support or maternity and women's health care.

The Home and Health program is made possible through funding from Brisbane City Council.

If you'd like to see a nurse clinic in your neighbourhood, or to hear more about one on one support from the nurses, please contact Bric on (07) 3230 5555.



Your Handy Guide to Community Support Services in Brisbane and Moreton Bay

A snapshot of local support services across financial help, mental health support, social groups, food relief, and medical support. For further information on support options, please reach out to our Customer Service Team on (07) 3230 5555.

Organisation Overview

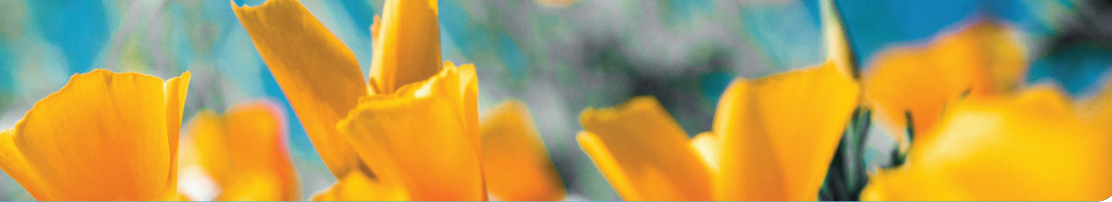
Contact Information

Brisbane

Financial Support		CommuniFi – Sustaining Tenancies Supports people who may be at risk of losing their tenancy by offering practical assistance and ongoing personalised support.	Contact Number: (07) 3510 2789 Address: New Farm Neighbourhood Centre, 967 Brunswick Street, New Farm, 4005 Opening Hours: Mon – Fri, 8:30am – 4:30pm
Mental Health Support		Medicare Mental Health Hub Free and confidential mental health information, services and supports. Clinics are open for extended hours, and you don't need a GP referral, or an appointment just walk in. Immediate help and follow up support for people in distress or experiencing mental health concerns	Contact Number: (07) 3510 2777 Address: 566 Lutwyche Road, Lutwyche, 4030 Opening Hours: Mon – Fri, 9am – 4pm
Social Groups		Valley Men's Group Men's Support Group to discuss how to enable positive change and better futures with a focus on building connection to the community and working on your identity. Group attendees can also sign up for SPER debt help	Contact Number: (07) 3358 5600 Address: New Farm Neighbourhood Centre, 967 Brunswick Street, New Farm, 4005 Opening Hours: Fortnightly Thursdays, 12:30pm – 2pm
Food Relief		3rd Space Walk in everyday 8.30am- 4pm meals and hot drinks. Immediate support with emergency relief funding, meals, showers, clothes. Medical referrals, allied health services and legal support.	Contact Number: (07) 3254 1144 Address: 505 Brunswick Street, Fortitude Valley, 4005 Opening Hours: Daily, 8:30am – 4pm
Medical		OneBridge Community Nurses Health and wellbeing support - wound care, screening checks, referrals to NDIS, My Aged Care, mental health supports, hoarding and squalor, drug and alcohol supports.	Contact Number: (07) 3230 5555 Address: Referrals via your Housing & Community Officer Opening Hours: By referral through Bric

Moreton Bay

Financial Support		Caboolture Community Care Crisis assistance, counselling, and brokerage support through the Emergency Relief Program for Moreton Bay Region North residents. Appointments required; bring Centrelink income statements, payslips, and ID.	Contact Number: (07) 5495 6400 Address: 9 George Street, Caboolture, 4510 Opening Hours: Mon – Fri, 9am – 12pm & 1:30pm – 2:30pm
Mental Health Support		Medicare Mental Health Hub Free and confidential mental health information, services and supports. Clinics are open for extended hours, and you don't need a GP referral, or an appointment just walk in. Immediate help and follow up support for people in distress or experiencing mental health concerns.	Contact Number: (07) 3510 2722 Address: 198 Anzac Avenue, Kippa-Ring, 4021 Opening Hours: Mon – Fri, 9am – 4pm
Social Groups		Redcliffe Community Garden Group Weekly garden group for all ages, skills, experience and abilities. Learn to grow in a sustainable way, edible plants and flowers suited to the sub tropics.	Contact Number: (07) 3284 3081 Address: Encircle Redcliffe Neighbourhood Centre, 1 Lamington Drive, Redcliffe, 4020 Opening Hours: Every Friday 10am – 12pm
Food Relief		The Breakfast Club Redcliffe Daily meal services; breakfast Mondays, Wednesdays, Fridays 7.00am – 8.00am, dinner Tuesdays and Thursdays 4.30pm – 5.30pm. Emergency food relief, toiletries, clothing available Tuesdays and Thursdays 9.00am – 1.00pm.	Contact Number: 0467 811 380 Address: The Peninsula Support Hub, 49 Portwood Street, Redcliffe 4020 Opening Hours: Monday to Friday (meal service timetable).
Medical		OneBridge Community Nurses Housing & Community Officers to refer tenants needing health and wellbeing support - wound care, screening checks, referrals to NDIS, My Aged Care, Mental Health Supports, hoarding and squalor, Drug and alcohol supports.	Contact Number: (07) 3230 5555 Address: Referral via Housing & Community Officers Opening Hours: Appointment Only



Thinking About Installing Security Cameras in Your Home?



What you need to know

Helping people feel safe in their homes involves different factors. The places where we live, the connections we have with each other, the supports around us, as well as how concerns are reported and responded to, all impact how safe we feel.

CCTV cameras can play a role in supporting safety by deterring some opportunistic behaviour and providing information after an incident has occurred. However, cameras are not a standalone solution. They work best alongside other approaches that support safe and connected communities.

What if I want to install my own cameras?

If you would like to install your own CCTV cameras, you are required to receive prior approval from Bric. Requests are considered on a case-by-case basis.

When considering CCTV requests, Bric looks at a range of factors including:

- Whether the installation is safe, does not damage the property and is suitable for the location.
- Where the camera will be positioned and what areas it would capture.
- Whether the installation may impact the privacy of neighbours, visitors or others using shared spaces or common areas. **Cameras cannot be installed in common areas and cannot record any common areas, even if the camera is inside your unit area.**

Placement and privacy are important considerations of the approval process.

To request permission to install cameras, you will need to complete:

1. A Form 23 *Request for approval to attach fixtures or make structural changes*
2. An *Application for Alterations and Additions*

These forms are part of standard procedure for when a tenant wishes to install a new fixture of any type at a property.

Contact the Customer Service Team on 07 3230 5555 to request a copy of the forms. We can email or send you a hardcopy.

Does Bric install CCTV cameras at their properties?

Bric may install CCTV at properties where there is an identified need to support tenants and the local community. All cameras must be installed and managed in line with our CCTV policy, including clear signage, privacy requirements and access to footage by authorised staff only.

Cameras are not the only solution to ensuring safety. We also need to maintain secure doors, windows and locks, encourage neighbours to look out for one another, promptly report maintenance or safety concerns, build positive relationships within the community and access support services when needed. These measures often have a greater impact on improving safety and wellbeing than cameras alone.

If you have any other questions, please contact the Customer Service Centre on (07) 3230 5555 or email maintenance@bric.org.au.



Insects and Pests



As the weather starts to warm up insects become more active. Taking a few simple steps can help prevent pests from settling in your home.

Common pests include: Cockroaches, Ants, Fruit flies, Bed bugs, Wasps, Phorid (drain) flies

Some insects can be harmful to people and pets, so always take care when dealing with pests.

How can you prevent insect pests in your home?

Insects are attracted to food and places to hide.

- Clean up food scraps and crumbs regularly.
- Keep rubbish covered and take it out regularly.
- Store perishable food in the fridge or sealed containers.
- Sweep, mop, dust and vacuum regularly.
- Keep sink drains free of food scraps and clean them when needed.
- Reduce clutter where pests can hide.
- Keep unscreened doors and windows closed.
- Wash bed linen and clothing regularly and check mattresses for signs of insects or staining.

What can you do to remove insect pests from your home?

There are a range of pest control products available from supermarkets and hardware stores.

- Follow the instructions and safety warnings on any product you use.
- Consider non-chemical options where possible.
- Ant baits can help destroy an ant colony. Bait stations are generally more effective than liquid products.
- **Do not use pest control bombs.** They are highly flammable and can contaminate the air throughout your home.
- Never spray chemicals in or around smoke alarms, electrical outlets, people or animals.
- If insects are outside and are not causing a nuisance to you or your neighbours, it is usually best to leave them alone.

Termites

Termites are pale insects that can look similar to ants or maggots. They can cause serious damage to a property, particularly in areas with high moisture.

Please report leaking taps, pipes, showers, baths or toilets to Bric.

Signs of possible termite damage include:

- Door frames, window sills or skirting boards feeling soft or hollow.
- Wood starting to break or deteriorate.
- Mud tracks appearing on external walls.

If you see an insect that looks like a termite or notice possible termite damage, **do not disturb it.** Contact Bric as soon as possible. Tell us where you found it and, if possible, provide a photo.

What are the responsibilities of the tenant and Bric Housing?

Bric arranges annual pest control at every property. Common areas are also treated.

Tenants are responsible for following pest prevention advice and trying reasonable, safe pest control methods, including non-chemical options.

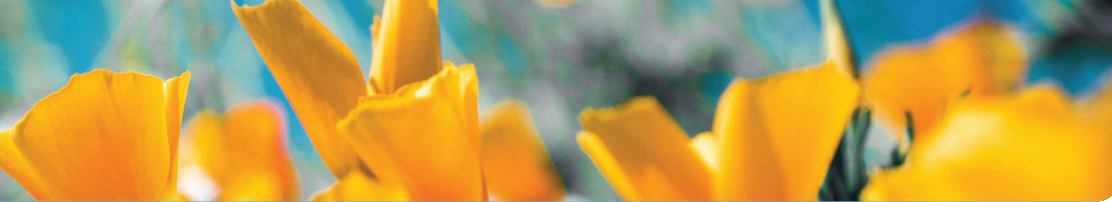
If a pest infestation could have been prevented through better housekeeping, the cost of treatment may be passed on to the tenant.

What to report to Bric

Please contact Bric Housing if you:

- See **termites** or insects that look like termites.
- Notice **possible termite damage.**
- Have a **bed bug infestation** that needs specialist treatment.
- Notice **leaking taps, pipes, showers, baths or toilets.**
- See a **pest species of concern** or pests in a common area.

For pest reports, contact the **Asset Services Team.** Photos can also be sent to maintenance@bric.org.au.



The poster features a light blue background with a green gradient. At the top left is a monarch butterfly. The title 'SPRING GARDEN COMPETITION' is in large, bold, orange and teal letters. Below it, text invites users to snap and share garden masterpieces for a chance to win a \$100 Bunnings gift card, accompanied by a camera and flower icon. A red banner states 'ENTRIES CLOSE 25 OCTOBER 2026'. Below this, instructions to email a photo with name and address to info@bric.org.au are provided. The bottom of the poster is decorated with a white picket fence and various colorful flowers (pink, orange, blue). The bric HOUSING logo is in the top right corner.

bric
HOUSING
a home • a life • a future

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

Protect the Bees!

Bees are important for pollinating plants and crops. Australian native bees are stingless and protected.

- Do not spray insecticide on or around bees.
- If bees are around your property, observe them from a safe distance. They may simply be scout bees looking for a place to live.

- Check again the next day. If the bees are still there or their activity has increased, contact your local beekeepers association for help with removal.

If you are stung, scrape the sting out rather than pulling it. Wash the area and use ice or a cold pack to reduce swelling. If you are allergic, seek medical assistance immediately.

Using AI Safely

Artificial Intelligence (AI) is becoming a big part of everyday life and can be helpful for researching information and ideas. However, it is important to pause and consider how it is being applied, what risks it may introduce and how people can use it responsibly.

AI tools often store the information you input on their servers, which can be accessed, reviewed, or used to train models. Avoid sharing **personal, confidential, or sensitive information** such as full names, addresses and financial details.

AI can help to save time by automating tasks, it can summarise information quickly, but it does not always provide complete or accurate answers. For legal advice, including tenancy related advice it's important to always cross check any information you've found on AI.

Looking for tenancy related advice?

Tenants Queensland delivers a free statewide advice and referral service for Queensland renters, the QSTARS program. QSTARS can assist you with:

- Advice and assistance to understand your renting rights and responsibilities
- Support to resolve your renting issue
- Help to talk to your lessor or agent
- Help to write a letter or fill in renting forms
- Help to attend or prepare for a QCAT renting tribunal hearing
- Referral to other services if needed

If you have any further questions or need help understanding your tenancy rights and options, please contact Tenants Queensland QSTARS on 1300 744 263 or your local tenancy advice service for support.



Free Financial Counselling Service

Tenants Queensland offer a free financial counselling service for any debt related matter in current or previous properties, including:

- Rent arrears (overdue or outstanding rent)
- Utility debt - electricity, gas, phone, water
- Credit - such as loans, credit cards and consumer leases
- Fines - at any stage
- Complaints about your utility or credit

They can also assist with:

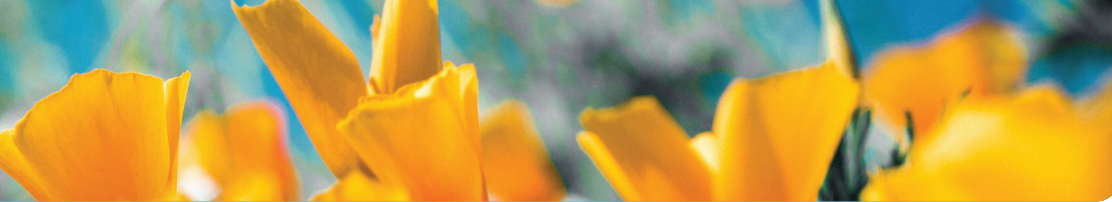
- Analysing your current financial situation
- Budgeting
- Managing your debt
- Advice and information on credit and bankruptcy
- Referring you to other services that may be able to help you

Contact them on:

1300 744 263

9am – 5pm, Monday – Friday (with extended hours to 7pm Tuesdays and Wednesdays)





U3A: You're Never Too Old to Learn

'I joined the University of the Third Age which is great, \$30 a year and \$2 a class and it's for older people, you can learn anything. I do botanical drawing and acrylic painting, but you could do Mahjong, cards, yoga, learn languages – anything you can think of.'

Also it's just a chance to go and talk to other people, now I've met all these other people it's really great'.

Sandra

Life after 50: How you can enjoy your sunset years

Later life is often called the “sunset years”. It's a time when you can rest and explore things you've always wanted to. There's so much to do, but it can often be tricky to decide where to start. Community groups like U3A are a great way to learn with others.

What is the U3A?

U3A is the University of the Third Age. They provide community groups for older people who are over the age of 50.

U3A is different from a traditional university – there are no assessments or degree associated with the classes. It's simply a space for those who love learning and want to find likeminded people to connect with.

What do classes look like?

U3A Classes are available in:

- Brisbane city (Central Campus)
- Logan
- Northside
- Southside
- Westside
- Wynnum.

Online and in person options are available.

They provide over 210 different courses each term. Topics include various languages, music, skills like origami and crocheting, writing, history, games like mahjong and chess, yoga, spirituality, and photoshop skills.

Each course consists of 10 weekly sessions, priced at \$50 for 10 weeks of offline classes, and \$25 for online classes.

How you can join

Anyone who's over the age of 50 can join the U3A, there are no additional requirements or criteria for joining.

Learn more or find your closest U3A: www.u3abrisbane.com.

Alternatively, reach out and have a chat:

Phone: 07 3236 3055

Email: mail@u3abrisbane.org.au

Committee Corner

The Customer Advisory Committee recently held its third meeting for the year, with a real focus on how we can better understand and communicate with each other.

Continuing from the last meeting, we discussed communication challenges that many tenants have been facing. We reviewed Bric's new marketing and communications plan which aims to improve the way we keep tenants updated, including introducing a Tenant Portal that will keep track of maintenance requests logged by tenants.

We also talked about the type of challenges people face with accessing support services, along with different ways we could simplify processes or help with navigating support systems that can be quite tricky. The Committee had valuable discussions on what community safety means, unpacking the ways we can support safer communities or real actions that lead to inclusive, connected places to live.

It's been an exciting time with the group growing and delving into some complex topics. We're committed to sharing updates and encourage you to look out for the Committee Corner in each newsletter to keep posted on what we're focused on.

If you'd like to hear more about the Advisory Committee or how you can be involved, we'd love to hear from you. Contact us on (07) 3230 5555 or email mycommunity@bric.org.au.



VIP garden update

The VIPs (Veggies in Pods) had their monthly regroup to check on how the produce had fared through the colder months. There's been some new planting and plenty of fresh herbs! The group also enjoyed some cake, thanks to Max.

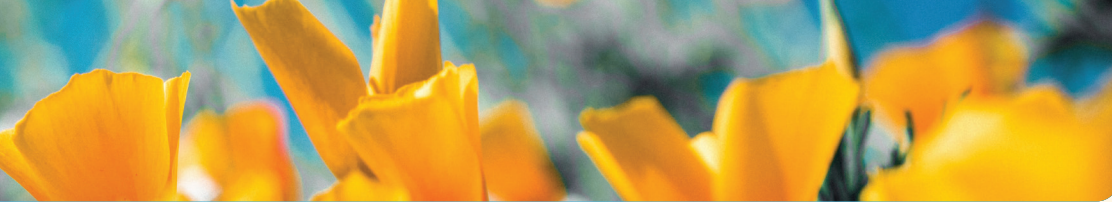


Together for the World Cup

We recently joined tenants at one of our New Farm complexes to cheer on the Socceroos in their World Cup match against Paraguay.

Although the result was not what we had hoped for, we had fun getting into the spirit of the World Cup and the opportunity to chat with new neighbours and staff.

Events like this are a valuable opportunity to come together, we're grateful to those of you who took time out of your day to join in.



Thrifty Tenant Tips



Dale & Ramona's Tips

Dale thought he'd contribute a couple of his money saving strategies, in the hopes that they might help others experiencing hardship.



Tip 1

"It is certainly tough times for many to get by, especially young families. I keep a budget, and every penny after that is savings. Then if I have an unexpected expense, I don't take it from my savings, I borrow it from my savings. I loan the money to myself, and pay myself back over time by adding it as a loan to my budget. This means my savings will continue to grow and I don't have to rely on other people or charities."

Tip 2

"I take full advantage of the weekly specials at my local supermarket. These can be very lucrative, ranging from 20 to 50 percent off. There's always a wide range of products that help significantly reduce the household budget. Because I do this religiously, I hardly ever pay full price. You just bulk up on the things you love to eat, and the household items you need, and then you never have to purchase them at full cost."

Tip 3

"If you have a young family, investing in a chest freezer is a must. That investment for the price of a few hundred dollars will save you hundreds of dollars a year, and thousands of dollars as your young family grows. If you download the major supermarket apps, you will be able to see the up coming specials every week and take full advantage of them. This saves me hundreds of dollars every year."

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.

Tell us your thrifty tip at info@bric.org.au

SHARE YOUR TIPS

Thrifty Tenant Tips!

RAMONA'S TIP:
"I recommend collecting recyclable containers and take them to an outlet. It adds up and you can use the funds for a small community project like seedlings or Christmas desserts. Containers for change will supply bags"

Send your tips, name and address to: info@bric.org.au to go into the draw to win a gift card at the end of the year

Maxine's Great Grandmother's Shortbread



Ingredients:

- 250g Plain flour
- 10g Corn flour
- 100g Icing sugar
- 225g Butter or margarine

Instructions:

1. Preheat oven to 160 degrees celsius.
2. Mix all ingredients in a bowl until completely blended. Knead until one big lump of dough forms.
3. Place in buttered baking tray, flatten with knuckles until even and not too thick.

Do NOT line baking tin with paper
4. Bake at 160 degrees celsius for 35-40 mins until lightly browned.
5. Wait 5-10 mins to cool but before it is cold, cut into squares with a sharp knife.
6. Optional icing - for a nice change, mix icing sugar with lemon juice and put a drop in the middle of each square.

Enjoy!



*Tenant shared
recipe that is over
100 years old!*

