

the bhc bugle

SPRING EDITION, OCTOBER 2015

MONEY MATTERS

RESULTS ARE IN!

Tenant survey

New Farm
Neighbourhood Centre

Tenant Engagement
Update

Spring
Clean!

What's
Happening
in Brisbane?

Recipes



BHC UPDATE

Over the last few months BHC has celebrated Seniors Week at Caggara House with the Mt Gravatt Community Centre. We held an Open Day at Warry St to show agencies around the complex and encourage referrals for boarding rooms and studio units. Warry St tenants have continued to weave stars for the One Million Stars to End Violence project.



IN
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Dear Readers of the Bugle,

In this edition, we bring you results from the Annual Tenant Survey 2014-2015.

While the satisfaction results are very gratifying; even more significant is the return rate; 80% of the tenants completed the survey.

This means a great deal to the company as the feedback we receive from tenants helps in many ways with planning new developments, providing tenants with as good a service as possible, planning tenant engagement strategies, complying with regulations and reporting to the Board of Directors and Shareholders.

Please accept my thanks, for completing the questionnaire.

I also want to take this opportunity to brief readers of the Bugle about our recent BHC Shareholders meeting. This is an annual event attended by representatives of the 14 organisations that support our work. Our Shareholders include the State of Queensland, Brisbane City Council and organisations such as Communify, the Planning Institute and the Property Council.

At the meeting I made the point that under the Abbott Government the last funding stream available to BHC to build new homes (the National Rental Affordability Scheme – NRAS) was terminated. This was very disappointing and we at BHC will be making the case for a restoration of a new investment in affordable rental housing.

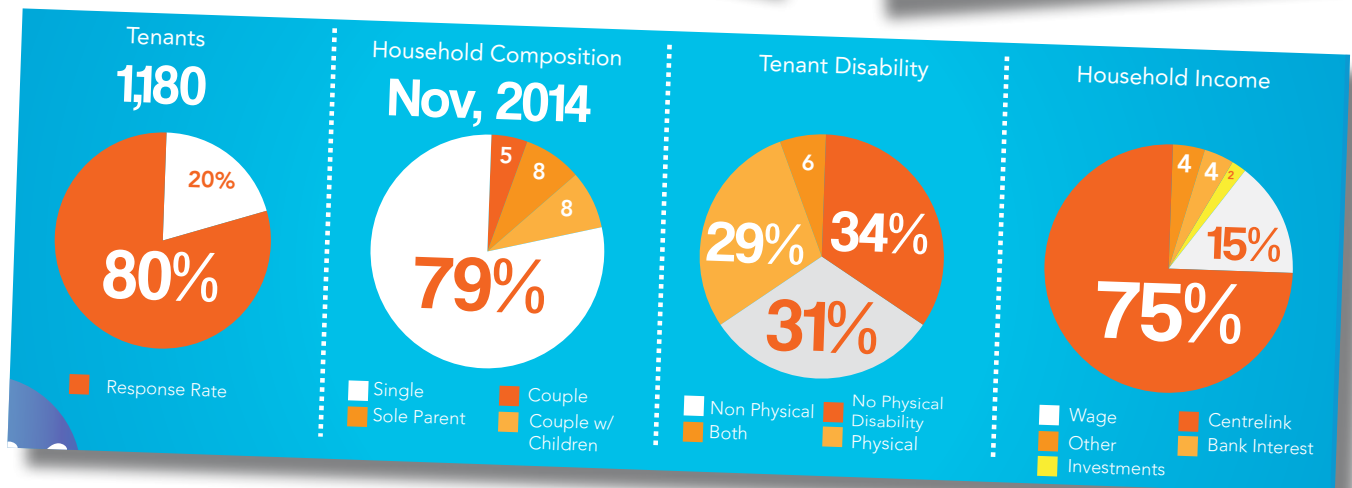
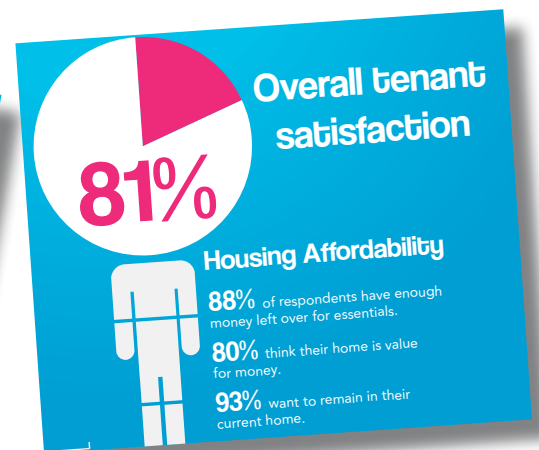
Best Regards
David Cant
CEO



Inspiration all around

The colour pallet for this edition of The BHC Bugle came from the beautiful Jacaranda tree that is now in bloom around our city.





THE RESULTS ARE IN! BHC Tenant Satisfaction Survey

Thank you, thank you, thank you to all for completing the Annual Tenant Satisfaction survey. We understand it can be tedious, time consuming and many residents wonder why BHC asks you so many questions every year.

The Survey results are essential to help us plan, develop programs, comply with the National Community Housing Regulatory System and to generally know what kind of job we are doing.

The 2014 Survey was sent to 1,180 tenants and 80% responded - each year the response rate has improved.

Thanks to all the tenants who took the time to make some comments. Respondents mostly had positive comments as well as a few negative remarks. There were comments about buildings, about tenant engagement and comments about car parking.

Of course it is that time again! Over the next few weeks you will receive the 2015 Tenant Satisfaction Survey – like last year, we will be holding a prize draw for tenants who return

the survey by the due date, so remember to get the Survey back to BHC as quickly as possible.

Here's a snapshot

"First time I have had my own space for many years - I love it and am very grateful!"

"I am so pleased to have my home, especially in the area, there are many services here that I find great and useful."

"I am happy to be able to live here except for the occasional late hours noisy neighbours - otherwise get on reasonably well with the other people here."

"We need air conditioning."

"Need more car park spaces."

"Enjoy the current friendly and peaceful atmosphere"

"I would like to have more activities social or community within our complex."

Until we meet again...

This Edition we wish a temporary farewell to Matthew Douglas, BHC's highly respected Housing Manager from the Kelvin Grove Urban Village.

Matt is about to follow his dreams and will head to England for a twelve month period working with Pinnacle Housing – a community based group managing more than 32,000 properties.

Through this experience he is hoping to extend his knowledge around a range of community housing management issues and to

bring these new experiences and skills back to BHC on his return from twelve months leave.

Matt first joined BHC's Housing Management Team in October 2013, having previously worked in housing management roles with bric housing company and the Queensland Department of Housing.

He has particularly enjoyed the opportunity to grow BHC's relationships with a range of community based support agencies, and to develop rapport with local residents.

"For me, it is all about the tenants – being part of the community, trying to contribute to and build community spirit."

"I'm excited, and I'm nervous. It is important to me to say thank you – I have learnt so much from the community over the past two years. I appreciate the respect that all tenants and colleagues have shown me, and I wish all the very best to residents in the Kelvin Grove Urban Village in the year ahead. I look forward to visiting on my return!"



Second Chance Foundation is Bridging the Gap: New life for a young woman

Second Chance raise funds to help ensure women who have been made homeless or who are at risk of homelessness are given a 'second chance' to take charge of their lives and to participate in our community.

The money raised by Second Chance is being used to Bridge the Gap to employment. It is for women who are currently receiving Newstart Allowance through Centrelink. The program provides a rental subsidy for BHC Housing for women registered with Sarina Russo Job Access Service. It certainly makes a difference to have some help with paying the rent while you are studying and looking for work.

Tenant Engagement Update

With more than 60 residents meetings conducted since September last year, the Tenant Engagement Team has recently completed the second round of meetings at each of the BHC premises. Over the past few months, we have hosted our first tenant meetings at Bowen Court and Caggara House, with great attendance and participation at both complexes.

As reported in the last edition of the Bugle, the Tenant Engagement Team has been busy following up on a broad range of issues that have been raised by tenants through these meetings, and continuing to make connections to enhance community life for residents.

Our next tenant meeting cycle will commence in the very near future (look out for your meeting notice!) with some changes. BHC's Tenant Engagement Manager, Joe Hurley has recently been seconded to a new role within BHC's Development Team, and we welcome Kelly Sciacca to the Tenant Engagement Program during this period. Kelly will work with Rose Brown who has been supporting the Tenant Engagement Program since the middle of 2015.

We have genuinely appreciated the participation and feedback that we have received from tenants through the past year, and encourage all residents to come along to your local tenants meeting to meet your neighbours, provide us with your feedback and ideas, and contribute to improving community life.



In the words of Belinda:

"I was fortunate enough to be directed to Brisbane Housing Company by Jeff from Sarina Russo Fortitude Valley Office. Jeff had been working with me intensively, supporting me for about 2 months when he heard my story; I faced potential homelessness once graduating and moving on with my life from the Salvation Army Moonyah Rehabilitation Centre after a 16 month residential program.

He was pivotal in guiding me to BHC. From my first appointment with the ladies from BHC, I felt truly valued and welcomed. Their touch of warmth and genuine care delivered in a very professional manner were really refreshing. I am so grateful to BHC and the Second Chance Foundation for this opportunity. It has changed the trajectory of my life. And, I must say, has saved me from any risk of having to potentially head back in the wrong direction.

I have been living in my new studio apartment for just over 2 months now - a dream of mine 16 months ago! The transition back into the community has been surprisingly smooth thanks to BHC and Second Chance Foundation. I am now working part time after a period of nearly ten years unemployed and in active addiction. I love my job - something I would not have been able to say had I not been given this opportunity.

I am very grateful to the ladies at BHC, Jeff at Sarina Russo and the Second Chance Foundation for making what was only a dream 16 months ago, come true. God Bless"




New Farm Neighbourhood Centre

New Farm Neighbourhood Centre (NFNC) has been working with the inner north community of Brisbane for over 25 years and is going strong following the merger with Community Qld in 2014.

NFNC is a place for everyone to connect with the community, to access help if needed, to contribute back and to feel cared for. They run an open house program from 9-1 every day except Wednesday where people can drop in and access free computers and internet, showers, laundry and share good conversation and food.

There are also many activities and groups to join from tennis to philosophy and regular community events such as Politics in the Pub and Jack Attack bowling. Community rooms are available for hire,

with many groups meeting each week. Each open house day there are also workers available to link people with housing, support and our visiting clinics if needed.

NFNC is a vibrant part of the New Farm community and it relies on volunteers, community support and involvement to make sure everyone is able to connect, care, contribute and belong.

Please visit the website www.newfarmneighbourhood.org to see what's on or pop in to the centre at 967 Brunswick St New Farm during our open house hours and have a chat. Everyone is welcome everyone and there are always opportunities to join in or to volunteer.

Calendar October/November

Morning

Sun	Yoga: 8:30am-9:30am
	Open House: 9am-1pm
Mon	Indigenous Sexual Health Clinic: 9:30am
	Orange Sky Laundry: 9:30am-12pm
	Playgroup: 10am-11:30am
	Tennis: 10:30am-1pm
Tues	SecondBite Food Delivery: Time Varies
	Open House: 9am-1pm
	Yoga: 9:30am-10:30am
	QPILCH Legal Advice (fortnightly): 10am-11am
	Broadband for Seniors computer help (fortnightly): 10:30am-12:30pm
	Tennis: 10:30am-1pm
Thurs	Casual Touch Football: 10am
	Free hairdressing (check dates): 11:30am-1pm
	Open House: 9am-1pm
	Yoga: 9:30am-10:30am
Fri	Tennis: 10:30am-1pm
	Women's Craft Group: 10am-12pm
	Open House: 9am-1pm
	Centrecare Counselling: 9am-12pm (bookings required)
	Discussion in Philosophy: 10:30am-11:30am
	Access Arts Drumming Workshop: 11am-1pm (bookings required)
	Tennis: 10:30am-1pm

Afternoon

Mon	Intro to Art Class: 11:45am-1:30pm
Thurs	Access Arts Vocal Workshops: 12pm-2pm (Limited places-contact NFNC)
Sat	Brisbane Obsessive Compulsive Disorder Support Group: 1pm-6pm (first Sat of the month)

Evening

Mon	AUSLAN Sign Language Course: 6pm-8pm (School Terms only)
Tues	Gamblers Anonymous: 6:45pm-8:15pm
Thurs	Yoga: 6:00pm-7:00pm
Fri	Narcotics Anonymous: 7:30pm-8:30pm
Sat	Narcotics Anonymous: 6:30pm-7:30pm

SPOTLIGHT ON

MONEY MATTER\$

Financial Counselling

We all have a tendency to stick our heads in the sand when things get difficult and hope that the difficulties will go away. Sometimes they don't go away and just get worse.

So when it's time to deal with money difficulties, financial counsellors are available.

Community based financial counsellors are:

1. Free
2. Confidential
3. Independent
4. Non- judgemental
5. On your side

They can assist you to access your credit report. They will listen to your story, understand your financial position and help you to explore your options such as:

- repayment plans
- if you can pay a lump sum towards an outstanding debt, they can assist negotiations to possibly write off the remainder of a debt
- provide information about debt collectors
- access hardship schemes for energy retailers

Phone: 1800 007 007

There's lots of info on www.moneysmart.gov.au including a budget planner.

Moneycare, Salvation Army, Spring Hill

Managing Money Tip\$

Make a saving goal and set aside a few dollars a week to reach your goal.

Top tip for saving money from *Savvy Woman* – eat noodles!

Save on electricity by turning your appliances off at the wall and turn off the tv, computer and lights when you're not using them.
trackmyspend app.

Make fortnightly or monthly payments for electricity and car registration instead of having to pay the whole bill in one go.

Save on hot water, ensure mixer tap is turned to cold side unless you really need to use hot water.

Finding your money

If you have previously rented a property in Queensland and think you are owed a bond refund call the Residential Tenancies Authority on 1300 366 311.

If you have lost superannuation check with the Australian Tax Office by logging into myGov or call the ATO on 13 28 65.

You can look for lost bank accounts on www.moneysmart.gov.au

Financial Help

NILS No Interest Loan Scheme

For people on low incomes who are eligible for a health care pension card. If approved or eligible, you can borrow up to \$1200 for household items such as fridge, washing machine or furniture or for health or educational expenses. You pay back the loan over 12 to 18 months with NO INTEREST.

This is through Good Shepherd Microfinance and contact:

Foresters Community Finance, ph: 3851 8080

Communify, ph: 3510 2700

Wesley Mission, ph: 3216 1579

Practical Help

There are places that provide Emergency Relief, food parcels and some financial assistance. If you are just having trouble making ends meet, it's OK to ask for help from any of these services:

139 Club:

505 Brunswick St, New Farm, ph: 3254 1144

All Saints Anglican Church:

501 Hamilton Rd, Chermside, ph: 3359 2012

The Pantry Communify:

180 Jubilee Tce, Bardon, ph: 3510 2700

Salvation Army:

398 St Pauls Tce, Spring Hill, ph: 3252 8608

Wesley Mission:

316 St Pauls Tce, Spring Hill, ph: 3216 1579

Spring Clean

Spring cleaning dates back centuries and represents the time when it was easiest to conduct a good clean up of living spaces.

Extra light allowed people additional time to truly see the messy state of their homes.

Warmer weather also meant that people could get things thoroughly dry. In agrarian societies, spring cleaning usually coincided with the beginning of planting.

It could be an ideal time to organize seeds and get the home ready for the busy months ahead.

Here are some old fashioned tips that never go out of style:

GLASS

Mix 1/4 cup vinegar with 1L of water in a spray bottle. Spray on glass and wipe clean with old newspaper or a lint-free cloth.

FRIDGES

To clean and refresh the inside of your refrigerator, sprinkle equal amounts salt and baking soda on a damp sponge, and wipe the refrigerator surfaces.

DRAINS & TOILETS

Don't put food scraps, wipes or other items down the drains and toilets. Odours can be neutralised by pouring some lemon juice down your drain, as the lemon will help to neutralise any bad smells.

WOOD FURNITURE

Mix equal parts of lemon juice and olive oil. Apply a small amount to a cloth, and rub onto the furniture in long, even strokes

Interesting fact:

To remove musty smells from a cabinet or piece of furniture, fill plastic containers with white vinegar and punch holes in the top. Putting one container in each drawer overnight absorbs odours.

FLOORS

Mix 4 cups of white distilled vinegar with about a 4L of hot water. If desired, add a few drops of pure peppermint or lemon oil for a pleasant scent. After damp mopping the floors, the smell of vinegar will dissipate quickly, leaving behind only the scent of the oil.

Helpful tips:

- To avoid the spring arrival of insects make sure you do a thorough rinse of any liquid containers as well as food jars and bottles.
- Keeping your pantry tidy and making sure all the food is sealed tight is another good tip. Try keeping your cereal and other grains in plastic containers.
- Also, borax has always been an effective cockroach deterrent as long as you use it properly. Its toxicity is low for humans, but deadly to cockroaches. When spreading the boric acid, go light. In fact, the acid should barely be visible to you. A very light line under the stove and refrigerator, behind the trashcan and near cracks and crevices near doorways will help keep roaches at bay.



Don't skip breakfast!

People who regularly eat a breakfast based on wholegrain cereal or bread, low fat milk or yogurt and maybe some fruit or vegetables are much more likely to be eating well and lose weight than those who skip breakfast.



SALADS

Brown Rice and Bean Salad

Ingredients:

Brown rice
Capsicum (Green)
Celery x 2 pieces
Red kidney beans
Fresh green beans
Fresh parsley (optional)

Cook the rice and let it cool.

Chop capsicum and celery.
Soak the beans.
Mix altogether.
Add parsley and salad dressing.

This is a very nutritious salad, a meal in itself.



Basic Salad

Ingredients:

Fresh lettuce
Tomato
Cucumber

And add something else that you like - onion, olives, croutons, avocados, nuts or feta cheese.

Here's an idea add chopped green beans, broccoli, snow peas or frozen peas. Soak them in boiling water for 3 minutes drain and add them to your chopped salad ingredients.

Salad dressing

Here's a simple salad dressing that makes any salad delicious.

In a jar pour 2/3 cup of olive oil and 1/3 cup of vinegar.
Add salt, pepper and a 1/2 teaspoon of mustard.
You can also add garlic and/or herbs for more flavour.
Give it a shake and sprinkle on when you are ready to eat your salad.



Want to make this at home?

To make sure you remember everything, keep your handy cutout Shopping List →

Shopping List

Brown Rice and Bean Salad

- ☐ 1 Bag Brown Rice - \$3.20
- ☐ 1 Green Capsicum - \$1.25
- ☐ Half celery - \$0.70
- ☐ Can of red kidney beans - \$1.20
- ☐ Handful fresh green beans - \$1.18
- ☐ Fresh parsley - 1 bunch \$2.80

Prices accurate as of Sept 2015 at Coles.

What's happening in Brisbane?

OCTOBER

Distant Lines

Through exhibitions and events, Distant Lines connects us with the intimate and untold stories of Queenslanders as we commemorate 100 years since the First World War.

Date: October to November 15, 2015 at State Library.

FREE!

City Sounds

Australia's largest free live music program, City Sounds., presenting local and touring bands and artists. For program information go to visitbrisbane.com.au

Date: Every Saturday in October from 3pm at South Bank.

FREE!

NOVEMBER

8 week weight loss challenge

Make a start to a healthier and slimmer you by mixing with like-minded people. Great nutrition and exercise tips to help you shed those unwanted kilos.

Date: Monday, November 2, 2015

Time: 7am – 8am

Cost: FREE

Bookings: Not required - For more information contact Fitness 4 U on 0412 552 885

Location: Albert Street gates, City Botanic Gardens, 147 Alice Street, Brisbane City

What to bring: Exercise shoes and clothes, towel, sun protection and water

Age limit: 12 years and over

FREE!

Bulimba Festival

Bulimba Festival is a week-long celebration of life in Bulimba with events that highlight different aspects of the community from fine food, art displays, kid's interactive activities, historical evenings and visiting authors.

Date: Monday, November 9 – Sunday, November 15, 2015

Venue: Various

Cost: Gold coin donation

Botanic Garden Mini Bus Tours

These entertaining tours take you throughout the gardens

Date: Friday, November 20, 2015

Time: 10:30am – 11am

Venue: Brisbane Botanic Gardens Mt Coot-tha, 157 Mount Coot-tha Road, Mount Coot-tha

Cost: Free

Bookings: No bookings required. For more information please phone (07) 3403 2535

FREE!

BHC NOTICE BOARD

Hungry?

Wesley Mission holds a
FREE BBQ sausage sizzle
every Tuesday 10am-12pm.



Everyone is welcome to come
down to 316 Saint Pauls
Terrace, Fortitude Valley and
grab a snag!

YOUR FEEDBACK

To leave BHC feedback,
raising concerns and
suggestions, please email:
feedback@bhcl.com.au
or write to:

BHC Feedback
GPO Box 544
Brisbane QLD 4001

CHOIR

If you are looking to have fun,
make some new friends, or
just sing, why not join your
local choir! Visit the website
below and find your local choir
today. You can even search by
rehearsal day and venue!
www.anca.org.au

HOMELESS CONNECT

Homeless Connect is coming up
again on the 18th November at
Brisbane Racing Club, Eagle Farm.
Throughout the day there will be
free services and many community
support organisations available
to help people experiencing
homelessness or those at risk.



Dedicated to a better Brisbane

CONTACT US

Level 2, 35 Astor Tce, Spring Hill
8:30am-5:00pm (Mon-Fri)

p: 3307 3000

email: reception@bhcl.com.au

www.bhcl.com.au

Facebook: BHC Creating Liveable Communities

Instagram: BHC_Communities

Battling Addiction

Addiction can destroy your health, your
relationships and even your life. With
thousands of Australian's battling with
various addictions everyday it is important
to know where you can turn for help in your
community.

Addiction can take many different forms;
gambling, alcohol, drugs and smoking are
only a few.

If you, or someone you know needs help
and support to face their addictions please
call one of the organisations below. No one
has to face this challenge alone.

Alcohol and Drug Information Service
free, confidential, 24 hour information &
counselling
1800 177 833

Gambling Help
Phone |Face-to-Face |Online
1800 858 858 - this is a free, confidential
helpline and operates 24 hours a day, 7 days a
week
www.gamblinghelponline.org.au

Quitline (smoking)
For help quitting smoking you can call Quitline;
counsellors are available 7am-10pm, 7 days a
week
13 7848
www.ifyousmoke.initiatives.qld.gov.au
www.quitnow.gov.au

NCPIC
National Cannabis Prevention and Information
Centre
1800 30 40 50
www.ncpic.org.au

Arts & Leisure



Ralph cartoons are created by Neil McCurran, a talented artist and cartoonist and BHC tenant. 'Ralph' is a loveable dog from the bush whose comical adventures are a constant theme through Neil's work.

Thanks Neil!

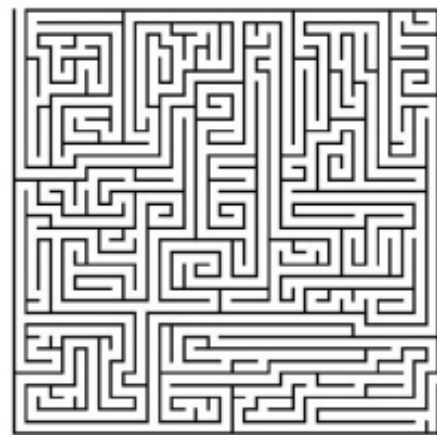
Stay tuned for more adventures with Ralph!



"CRIPES RALPH, THESE ANTS ARE FAST BUILDERS"

MAZE

Start



End

WORD FIND

E	C	X	Y	A	T	M	A	W	U	C	F	R	E	Q
F	R	L	G	E	D	Q	E	A	R	U	A	B	O	Q
O	E	O	R	A	V	L	J	E	F	G	R	I	I	X
W	R	C	I	A	C	R	Q	K	S	W	E	K	R	X
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B	L	G	M	A	N	I	U	S	H	Y	E	H	W	X
K	E	E	K	U	K	O	N	R	C	V	L	P	P	C
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C	B	F	Z	Y	E	G	D	T	X	W	B	V	P	B

ADDICTIONS
CHOIR
CLEANING
FAREWELL
NEIGHBOURS
SPRING
SURVEY
WELCOME