

the bhc bugle

CHRISTMAS EDITION, DECEMBER 2016

Seasons Greetings
and have a
Happy New Year!

IMPORTANT HOLIDAY DATES
BEING MINDFUL AT CHRISTMAS TIME
NEW YEAR, NEW RESOLUTIONS

BHC UPDATE

Many of our tenants would now have met Kaitlyn, the new Tenant Engagement Coordinator, who stepped into the role in July. Unfortunately as we were not fully staffed around Tenant Engagement at the beginning of 2016, some of our complexes have only had the opportunity for one tenant meeting this year. We are sorry about this. In 2017, we are certainly aiming to be on track for two meetings in the year. In the meantime, if you have concerns you wish to raise or discuss, please email feedback@bhcl.com.au or discuss these with your housing manager. We look forward to meeting with you next year!

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Dear Readers of the Bugle,

As the New Year quickly approaches, now is a good time for us to acknowledge the challenges and successes faced over the past 12 months and think about how we will approach 2017.

This year BHC has been developing our Vision, Mission and Values, and I was delighted to participate in some sessions with tenants where I heard their views on what BHC does well, and what could be improved upon. These tenants had an opportunity for a preview of our Vision, Mission and Values, and to feedback on whether these resonated with them. The response to these was positive, and I can now reveal these to you all:

Vision: Creating Homes, Empowering Lives, Enabling Transformation

Mission: BHC's vision is delivered by building and maintaining quality affordable homes for people in need and engaging with and supporting people to sustain their tenancies

Values: At BHC we value:

- Making a difference
- Working with integrity
- Supporting each other
- Working safely
- Our differences
- Being accountable and delivering quality
- Celebrating achievements

These are not just words; whenever we plan a piece of work we will be asking ourselves 'Does this fit in with our vision? Will this help us achieve our mission? Are we delivering this in a way which supports our values?' We want to make sure these values become an intuitive part of who we are as an organisation and how we deliver our services.

I am also pleased to announce that BHC has won the UDIA Award for Excellence in Affordable Housing QLD for our Bowen Court development in New Farm. This property was completed in 2015, and was a redevelopment of a previously under-utilised seniors complex owned by Blue Care. It is now an attractive, modern property, delivering NRAS properties to seniors who would otherwise not be able to afford to live in the New Farm area.

Finally, I'd like to wish you all a safe and healthy time over this festive period, and I look forward to 2017 which I believe will be a positive and happy year for us all.

Best regards,

David Cant
CEO



OFFICE CLOSURE OVER THE CHRISTMAS PERIOD

The BHC office will be closed from 12pm Friday 23rd December 2016 and will reopen at 8.30am on Tuesday 3rd January 2017.

We wish all of our tenants a safe and happy holiday season.



EMERGENCIES AND MAINTENANCE DURING CHRISTMAS & NEW YEAR

If tenants have any maintenance emergencies over the Christmas period, please call the main office line on 3307 3000 to be redirected to the after-hours emergency line.



What counts as a maintenance emergency?

- Burst pipes or significant water leaks / flooding
- Significant damage to the property (including storm damage, fire damage or vandalism)
- Blocked or broken toilets
- Loss of essential amenities (e.g. water, cooking / heating, extended loss of electricity)
- Dangerous electrical faults
- Damage which poses a threat to peoples safety and wellbeing
- Lift not working, or any damage / incident which blocks access to or from the property

If you have a query or concern which is not an emergency, please contact BHC when the office reopens on Tuesday 3rd January 2017. If there is a crime, illegal activity, noise complaint or anti-social behaviour please call the police, check out our Notice Board on page 7 for PoliceLink details.



UPDATE ON SURVEYS AND INCOME REVIEW

By now tenants will have received the latest income review forms, and half of our tenants will have received the Tenant Survey. This year we have decided to change how we distribute our Tenant Survey, and tenants will now only complete the survey every 2 years. This year half of our tenants have received the survey, and next year the other half of tenants will receive the survey.

We have listened to tenants that this survey is distributed too often and we hope this will be a compromise for everyone.

For those who received a survey this year, you can go in the draw for 4 fantastic prizes if you complete and return your survey before December 9th 2016. Eligible tenants will go in the draw and winners will be drawn at random.

MAJOR PRIZE

1 x \$300 voucher to a department store of your choice

RUNNER UP PRIZES

3 x \$100 voucher to a department store of your choice

Although only half of our tenants have received the survey this year, ALL tenants have received an income review. Please remember that it is compulsory for all tenants to supply this information annually as a requirement set by the Department of Housing. Thank you for providing this information to your Housing Manager by December 21st 2016.



Spotlight
on

Mindfulness and Managing Stress this Holiday Season

Mindfulness a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations, used as a therapeutic technique.
noun

Mindfulness is especially important during the sometimes intense and overwhelming Christmas season. Whether festivities bring communities together or heighten disconnection in a community, developing mindfulness skills in your personal life may help you to cope if you are struggling this year.

Mindfulness for you could mean:

- Protecting your time: Continue the things you do to keep your mind and body fit – meditation, walking, yoga, running. Be protective of time to ensure you “recharge your battery”
- Mindful Christmas card writing: If you are intending to send cards, write cards slowly, take care to capture what the person may be feeling at this time of year, and set out to make others smile.
- Taking one moment at a time: Be present and aware of the now and enjoy it.
- Being kind to yourself: Leading into Christmas we can feel disorganised, not in control or overwhelmed. Being kinder to ourselves is powerful and helps us to cope with stress. This means accepting that we will make mistakes, and forgiving ourselves without judging others. It can help us to feel soothed and calmed.

Community offers these mindfulness programs:

Mindfulness Meditation

New Farm Neighbourhood Centre
Fridays 11 to 11.30m (free)

Chair Yoga

The Paddington Centre, 12 Latrobe Tce, Paddington
Tuesdays 10am to 11.45am (free)

For some, the socialising and pressure of the Christmas and holiday period can be stressful and cause anxiety. For others, it can highlight loneliness or bring back difficult memories of the past. Indeed, for some people, the approaching festive season can be a time of dread.

Lifeline has come up with some ‘tips’ to relieve the stress of Christmas:

- Understand that it is common for people to feel stressed at this time of year
- Try not to expect too much; avoid aiming for the “perfect Christmas”
- If you are feeling down, tell someone (eg a trusted friend or family member) or talk to your GP, a counsellor, or call a crisis line like Lifeline on 13 11 14.
- Look after yourself physically. If you look after your body, your mind will feel better too.
- Limit alcohol – there can be a temptation to drink too much at Christmas, but alcohol can fuel arguments and cause unwanted behaviours.
- Know your limits and listen to your emotions. If you need to calm down, perhaps take a walk or find a quiet place.
- If times are tough financial or for other reasons, make a plan that is reasonable for you and your family.

We've got your *festive* season sorted!

TENANT END OF YEAR CELEBRATION - Sage on Ann, 140 Ann St, Brisbane City
Tuesday 6th December - A - 12:30pm - 2:00pm or B - 3:00pm - 4:00pm

We hope tenants who have RSVP'd for our first end of year all tenant event will have a fantastic time attending. If you have not RSVP'd but would still like to attend, please contact Kaitlyn on 33073000 to check if there are still places available. We would sincerely like to acknowledge and thank the Lord Mayor's Charitable Trust Christmas Grant for making this event possible.

free

CITY HALL LIGHT SPECTACULAR - Brisbane City Hall, 100 Adelaide Street, Brisbane
From Friday 9th to Saturday 24th December - every 15 minutes between 7:30pm and midnight

With its enchanting narrative and creative flair, The Gold Lotto City Hall Light Spectacular has fast become a highlight of the festive season. The Light Spectacular features an exquisite, animated Christmas story beaming brightly onto City Hall.

free

THE ENCHANTED GARDEN - The Spectacle Garden, Roma Street Parkland, Brisbane
Friday 9th - Sunday 18th December - from 6.30pm - 9:00pm, access may be staggered during busy times

Roma Street Parkland's Spectacle Garden will transform into the Enchanted Garden in the lead up to Christmas with a spectacular lighting display, taking visitors on a wonderful magical journey from one garden room to another.

free

LORD MAYORS CHRISTMAS CAROLS - Riverstage, City Botanic Gardens, Brisbane
Saturday 10th December - 5:00pm - 9:15pm

It's time to ring in some Christmas joy with some of Australia's renowned singers and entertainers! The Lord Mayor's Christmas Carols is a much-loved free family event in support of Mater Little Miracles. So get together and enjoy in the joyous and magical celebration.

free

CHRISTMAS MOVIES IN THE PARK - Roma Street Parkland Amphitheatre, Brisbane City
Saturday 10th - Friday 16th December - movies start at 7:00pm

With a different Christmas movie showing every night, grab your family and friends and enjoy a picnic under the stars with a festive movie.

free

CHRISTMAS PARADE - Queen Street Mall, The City, Brisbane
Friday 16th - Saturday 24th December - 7:00pm

Brimming with music and merriment, the Parade comes complete with a nativity scene, Santa and dozens of performers to entertain and delight all ages.

free

CHRISTMAS FIREWORKS - Clem Jones Promenade, South Bank Parklands, South Bank
Tuesday 20th - Friday 23rd December - 7:45pm - 8:00pm

Enjoy a dazzling array of pyrotechnics that will take you on a magical Christmas journey.

free

NEW YEARS EVE FIREWORKS - Clem Jones Promenade, South Bank Parklands, South Bank
Saturday 31st December - 8:30pm or 11:45pm

There's no better way to welcome in 2017, than enjoying the firework spectacular.

free

COMMUNITY CHRISTMAS EVENTS

139 Club - Ph: 07 3254 1144

Friday 23rd December - Lunch: 11:45am - 505 Brunswick Street, Fortitude Valley

Brisbane Street Level Mission - 07 3075 4120

Sunday 25th December - Breakfast: 8:30 - 10:30am - 97 School Street, Spring Hill

Wesley Mission Queensland - Ph: 1800 448 448

Christmas lunch organised by the Uniting Church

Sunday 25th December - 12:00pm - 140 Ann St, Brisbane

For more information, please contact the organisation directly

all
free



NEW YEAR NEW RESOLUTIONS

LEARNING AND TRAINING

If one of your New Year resolutions involves continuing your education or even just getting out of the house more, the Clemente Program might be a great opportunity for you!

Clemente is a university program delivered at NO COST to the student. It is open to anyone over the age of 18 who has encountered trauma or setback in their lives. Participants engage in a two year Humanities course (four subjects over four semesters) and on completion obtain a Certificate in Liberal Arts from Australian Catholic University.

The Clemente program currently operates in Brisbane at Hope Street. Enrolments for Semester 1 next year will open in January 2017 and Expressions of interest for Semester 1, 2017, close 28th February 2017.

Semester start date: Week of 27th February.

Day and time: Thursdays, 10am – 1pm

Location: Brisbane Common Ground Building, Hope Street, South Brisbane

To enrol or for more information, please contact:

Brooke Laidlaw, Community Education Coordinator, St Vincent de Paul Society at clemente.brisbane@svdpqld.org.au or phone: 3010 1000

ADDRESSING ADDICTIONS

Is 2017 going to be the year you quit smoking or take control of your addiction? Remember that you don't have to tackle these challenges alone. Below are just two organisations to help you on your journey to a better you.

Quitline 13 78 48

The cost of a local or mobile phone call, this is a free and confidential counselling service that gives you information and advice to quit smoking.

Lives Lived Well 1300 727 957

Helping to rebuild lives, Lives Lived Well is a not-for-profit support organisation designed to help people who have problems with alcohol and drugs, and the associated mental health issues.

HEALTH AND WELLBEING WORKSHOPS

In February 2017 tenants are invited to join in a series of workshops focused on mental health and wellbeing, healthy eating and nutrition and mindfulness. These workshops will be held at 3 different locations; Green Square, Bonney Lane and Warry Street.

Flyers and sign-up sheets will be available at these buildings; tenants should keep an eye out and be quick to register. If you are a tenant from another building you are welcome to participate. Please contact us at 3307 3000. Jasmine, who is assisting our Tenant Engagement team whilst doing her Social Work Professional Placement with BHC, will be the best person for you to speak with about the workshops.

Workshops start the week beginning 6th February, 2017.

Do you have a small business idea?

Need guidance and support?

**APPLICATIONS OPENING SOON
For BHC's Small Business Program**

- Sponsorship available
- 10 week course

**To register for more information
contact Kaitlyn or Jasmine at
BHC on 07 3307 3000**

BHC NOTICE BOARD

Get Storm Ready

Severe storms can strike at any time, it is important to think about what you will do this storm season. The QLD government recommends following a 4 step process.

- Step 1: Have an emergency plan
- Step 2: Prepare your emergency and evacuation kits
- Step 3: Prepare your home
- Step 4: Tune into warnings

Visit the website www.getready.qld.gov.au to find out more information about each step and how you can be best prepared this storm season.

Register to receive early warning alerts from:
ewa.brisbane.qld.gov.au/register

Placing a maintenance work order and what to expect

Below are some of the questions your Housing Manager will ask when you place a work order. Think ahead and be prepared!

- Are you okay with the Contractor contacting you?
- Has your mobile number changed?
- Would you prefer to have a Notice To Enter?
- Are any times more suitable for entry?
- Should it be found that you are not home after making an arrangement with a contractor, you will be charged the call out fee.
- Should it be found that the fault has been caused by the tenant and is not considered fair wear and tear by the professional contractor, you will be charged for the repairs.

Do you need help in your home?

There are many different services that may support you to stay in your own home. Services include help with housework, meals and food preparation, help staying physically active, transport, after-hospital care and taking a break from caring (respite care). You can search for organisations that provide these services in your area using the Help at Home finder on the 'my aged care' website. Whether it's finding help to change a light bulb, assist you with grocery shopping or provide some carer relief, there are services that can assist you.

Visit www.myagedcare.gov.au/service-finder or call 1800 200 422



YOUR FEEDBACK

To leave BHC feedback, lodge complaints and suggestions, please email: feedback@bhcl.com.au or write to:
BHC Feedback, GPO Box 544
Brisbane QLD 4001

Happy 90th Birthday Gabrielle & Valerea!

This year marks the 90th Birthdays for two of our tenants, Gabrielle and Valerea, and on behalf of the entire BHC family we would like to wish them both a very Happy Birthday!

Congratulations and best wishes for the future ladies.

Are you or another tenant you know celebrating a big milestone?

Let us know!



Gabrielle



Valerea

CONTACT US

Level 2, 35 Astor Tce, Spring Hill
8:30am - 5:00pm (Mon-Fri)
Phone: 3307 3000
Email: reception@bhcl.com.au
Website: www.bhcl.com.au
Facebook: BHC Creating Liveable Communities
Instagram: BHC_Communities

CHRISTMAS CRAFT CORNER

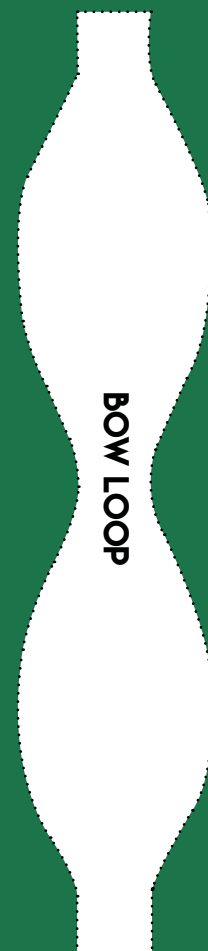


BOW BASE

BOW CENTRE



Use your bow to decorate your home, Christmas tree or gifts you have wrapped!



BOW LOOP

GIFT BOWS

1. Cut out the shapes adjacent in brightly coloured or Christmas themed paper. You can make these bigger or smaller depending on the size of the bow you want.
2. Using Bow Loop shape, flip the paper and bring the ends to the middle, making sure the colour / pattern is on the outside. Do not flatten the shape, keep our bow nice and round. You can use a piece of tape or some glue to hold this shape in position.
3. Place the Bow Loop on top of the Bow Base; fold the Bow Centre piece around the centre of the two shapes. Press tightly to hold the shapes together.



IT'S ALL ABOUT YOU!

If you would like to feature in the next edition of the Bugle, send some information about yourself and your ideas through to bugle@bhcl.com.au

CHRISTMAS TIME

By BHC Tenant - Mary; Warry Street

T'was a great day in the east,
And there was a marvellous feast.

T'was the night the Three Wise Men
Beheld a star in the firmament.

"This is the star of the new born King
Who to the earth will salvation bring,

We can follow the star if we travel west."
And they did and arrived with their gift and were blest.

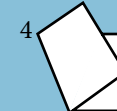
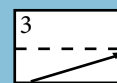
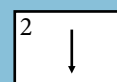
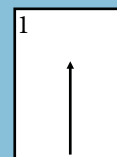
We remember them at Christmas time,
Gold and frankincense and myrrh will always hang on the Christmas line.

They helped to save in a world of crime,
A great day and I hope T'will be fine.



5 POINTED STAR

1. Take a rectangular piece of paper, cardboard, wrapping paper, old Christmas cards etc, and fold it in half.
2. Fold in half again to mark the quarter-way point. Unfold.
3. Bring the bottom left corner to the quarter-way mark at the right edge of the paper.
4. Fold the bottom right corner over-top the left edge.
5. Fold the bottom right over-top the left side one more time. You will get a pizza shape.
6. Cut a wedge out of the bottom of the pizza shape: cut from bottom right up towards top left.
7. Unfold the wedge and see a perfect five pointed star. If you cut a narrow wedge then you will get a star with skinny arms. If you cut a fat wedge, then you will get a stumpy star.



Experiment and have fun!