

the bhc bugle

AUTUMN EDITION, MARCH 2017

Get Involved in
- Neighbour Day
- Volunteer Week

**Find out more about
your electricity options**

**It's all about you;
get creative**

BHC UPDATE

BHC is pleased to welcome our new Chief Financial Officer this month. Peter Garrone comes to BHC with over 18 years of experience in numerous industries across Queensland. We have no doubt that Peter will be a great asset to our senior leadership team and will help to grow BHC's position as Queensland's leading affordable housing provider. Please join us in welcoming Peter to the team.

IN THIS EDITION

Your Community <i>Footprints & Inala Hub</i>	3
Volunteering <i>Volunteer week & volunteer stories</i>	4
Neighbour Day <i>Who? What? Why?</i>	5
Managing your Electricity	6
Asset's Home Hacks	7
Let's whisk it <i>Making banana bread</i>	8
Tenant Engagement Update	9
What's On?	10
BHC Noticeboard	11
It's All About You	12

Dear Readers of the Bugle,

I hope you all had a happy and safe New Year and feel refreshed and ready to tackle 2017. Whilst the year is already marching on, I'd like to take a moment to talk about the End of Year Tenant Event held in December last year. It was the first event of this kind that we have held and it was very heartening to have had over 100 tenants attend the two events held on the day. We received very positive feedback - people loved the food, entertainment and the community feel and I would like to thank all tenants who made this such a great shared experience. I hope this year we will be able to host another End of Year celebration and have even more people come along to enjoy the festivities.

In exciting news, our newest complex Spectrum (Barb's Place) has now been completed and tenanting is well underway. With Spectrum centrally located on the Northern Busway and Lutwyche Road, we have recognised an opportunity to further promote BHC's Affordable Housing. To this end, BHC plans to open a satellite office at Spectrum, for the convenience of both current and potential tenants. We hope to raise awareness about Affordable Housing and present this as an

option for people who are currently struggling trying to make ends meet in the private rental market.

Finally I would like to take a moment to recognise the growing number of tenant led initiatives developing within the BHC community. It is inspiring to see so many of our tenants taking their destiny into their own hands, seizing opportunities presented to them and sharing their skills with others. Not only do we have tenants creating inclusive community programs (read more about the Green Square Art Project on p.12) but we also have several budding entrepreneurs attending a small business course in order to learn new skills and create their own opportunities.

I wish all of our readers a happy and prosperous year ahead, and I look forward to sharing many more achievements and milestones with you throughout the year.

Best regards,
David Cant
CEO



Footprints ARC Program (Actioning Recovery and Citizenship)

The Footprints ARC Program provides support to individuals with mental illness who live in boarding houses, hostels, supported accommodation and social housing by providing the following:

- Assistance with significant health and social needs
- Recovery-based case management, co-designed support to encourage greater stability in accommodation; enhance personal responsibility; increase self-determination; lifestyle choices and the self-management of mental and physical health
- Practice supports to develop or improve day-to-day living skills that optimise independent living in suitable accommodation in the community of their choice
- Assistance to access primary health care and specialist services, as well as social and vocational activities

To be suitable for ARC, you must meet the following criteria:

- Aged between 18-65 years
- Experiencing challenges with your mental health
- Identify at least 1 recovery goal (i.e. "I want to live more independently in my home")
- Living in the Brisbane Metropolitan area in either a boarding house, hostel, supported accommodation or social housing

OTHER FOOTPRINTS PROGRAMS

Footprints offer a range of social activities as well, including art and craft classes, music sessions, sporting activities and many more. For more information on how you can be involved please contact Footprints on 07 3252 3488.

GROUPS INCLUDE:

LGBTIQQ

Support and information group

Hearing Voices

Support group for people who experience any auditory sensations that others can't hear or don't experience

Touch Football

Join the Touch Football get down to new Farm Park for fresher air and exercise

SMART Recovery

Skills and support for people with addictive behaviours



For any additional information on the ARC Program, call Footprints on 3252 3488.

Welcome to The Hub Neighbourhood Centre Inala!

The Hub is a local community centre based in Inala that offers lots of low cost and free activities and programs for community members. No matter what you're interested in, volunteering, community gardens, meeting new people; come on down to The Hub, or give them a call and see what they have for you!

		Wednesday	Thursday	Friday
Monday	Play Hoy 1:00 - 2:30pm Seniors Social Group Prize: small grocery items. \$4	Craft Group 11am-12pm Craft and lunch. Suitable for adults with disabilities and their support workers. \$3	Hot Hula 9 Feb - 4 Apr: 9 - 10am Inspired by the dances of the Pacific Islands. Fun and suitable for all ages and fitness levels. FREE	Computer Tutoring for Seniors By appointment. Other days available. FREE
	Vietnamese Carer Support Group 9:30 - 11:30am First Monday of the month. FREE	Legal Advice Sessions Free & confidential legal advice. Appointment required. Call 3372 7677 FREE	Multicultural Women's Group Craft Group 10am - 12pm Craft, morning tea, and friendship. FREE	English for Mums and Bubs 10:00 - 11:30am Practice English with other Mums and make new friends. FREE
Tuesday		Art Group 2 - 4pm All welcome but particularly suitable for adults with disabilities and their support workers. FREE	FSG Symphonics 2 - 4pm Share and explore your love of music. Instruments provided. Fortnightly. FREE	The Hub is open: Mon: 9am - 3pm Tues - Thurs: 9am - 4pm Fri: 9am - 1pm
		Good Life Group 12 - 2pm Bring a project to work on in the company of others; maybe colouring in, model making, etc. FREE	English Conversation 1:30 - 3:00pm Practice English and make new friends. FREE	

76 Corsair Ave, Inala
Ph: 3372 3770 Fax: 3372 6453
hubadmin@communitylegal.org.au



Do it for you Do it for others

VOLUNTEER TODAY!

Have you ever thought about volunteering? Volunteering can help you to connect with others and make new friends, boost your self-confidence, give back to the community, stay fit, gain career experience or just have some fun. There's something for everyone, with lots of different organisations and causes and a huge range of different tasks and varying levels of commitment to choose from. Find what fits you.

With National Volunteer Week coming up May 8th – 14th, this year make the commitment to do it for you, do it for others, become a volunteer!



**Sustained volunteering
is associated with
better mental
health**

SOME IDEAS TO GET STARTED

Choose a role that's a good match for you.

To help you find the right place to volunteer ask yourself a few questions.

What are you passionate about?

Social justice, connecting with people and listening to their stories, animal welfare rights, helping people in homelessness?

Do you have skills you want to develop or contribute to a cause?

Would a one-off event suit you, or would you prefer a short term or long term commitment?

You can start by looking at some organisations to see if any of them match your interests. Below are just a few places that are always looking for volunteers.

- Communify
- Red Cross
- Wesley Mission
- RSPCA
- Salvation Army
- State Emergency Service
- St John's Ambulance

Do some research online

Search volunteering opportunities on volunteeringqld.org.au. You can also visit the website weekendnotes.com.au and search for 'volunteer' to find opportunities around Brisbane.

ANDREW FROM KILLARNEY ST

Where do you Volunteer?

Salvation Army
Street Level in Fortitude Valley

What do you do?

I talk to people who come in to Street Level, and help with the shopping and food bank. It's all about giving people encouragement, sometimes I talk about where I've been and where I am now and that can help heaps.

How long have you volunteered?

Nearly 15 months now.

Why do you volunteer?

I needed to change my lifestyle and wanted to help people and give back to my community. I am currently waiting for a hip replacement and it's hard to find work so this is a way for me to give back.

What is your favourite part about volunteering?

The satisfaction of helping others, it's rewarding to give back and support the community.

I knew I needed to do something different with my life and get out of bad habits. Volunteering keeps me on track and away from a negative lifestyle. I am hoping that I can build up my skills and find more opportunities to lead into work.

CAROL FROM CARSELGROVE AVE

Where do you volunteer?

St John's Ambulance

What do you do?

Driving clients to appointments, treatments, etc.

When did you start?

I only started recently and have now completed my training and can start working 1-2 days a week.

Why do you volunteer?

I retired because of heart trouble and after recovering I travelled with family but found myself socially isolated and sad when I got home. I decided I needed to do something and heard someone talking about volunteering and decided to give it a go. The times are flexible and I can do as much or as little as I want.

What is your favourite part about volunteering?

I suppose there are 2 main parts I love;

1. It keeps me busy. Whenever I am volunteering I am out and about, using my brain and meeting new people.
2. Giving back to the community. The way I see it, I am blessed to be healthy, so I want to give back when I can. Volunteering gives me the chance to meet some absolutely lovely people and hear their stories. I am really privileged to be able to do this work.

Volunteering Tip:

If you are not ready or able to volunteer out and about, St John's even have volunteering opportunities you can do from home, e.g. calling clients to check in and just have a chat with them.

St John's provides all volunteers with training before starting.

Neighbour Day is Australia's annual celebration of community. Neighbour Day aims to build better relationships with the people who live around us, especially the elderly and vulnerable.

"I had always wanted to have a great connected neighbourhood but didn't really know where to start. Neighbour Day gave me ideas, tools and an excuse to get on with it. Most people say they have been meaning to get to know their neighbours, but many don't get around to it. Neighbour Day gives a time frame and a sense of urgency."

- A host from last years Neighbour Day

This year's theme is:

The Importance of Social Connection for the Elderly

WHEN?

Neighbour Day is celebrated on the last Sunday in March every year. This year, Neighbour Day falls on Sunday 26 March. That being said, any day of the year can be Neighbour Day for your community.

WHY?

Positive relationships with others build stronger, and better connected communities. Neighbour Day brings people together to change communities. Social connection also helps prevent loneliness and depression.

WHO?

The wonderful thing about Neighbour Day is that it involves everyone; every person, in every community.

So whether it's sharing a cuppa, a walk in the park or a friendly message, make this year's Neighbour Day a memorable way to connect with your neighbours.

Visit **www.neighbourday.org** to find more information about how you can get involved and even host an event in your area. If you would like to host an event, you can register online to receive a free resource e-kit to help with planning and organising and stay up to date with neighbourly news and ideas.

NEIGHBOUR DAY

GIVE HAPPY LIVE HAPPY





Searching for Super Savings on your Electricity?

Ways to reduce your energy bill that won't cost a thing

- 1** In winter, open your curtains to let the sun in and close curtains before it gets dark to keep the heat in – especially while your heater is on. In summer, close curtains during the hottest part of the day. At night you can open curtains and windows to let warm air out and cool breezes in.
- 2** Turn it off at the wall—standby power can account for up to 10% of your household electricity bill. Turn off appliances at the wall when you're not using them, it's a very easy way to save energy.

Still struggling?

If you're having trouble paying a utility bill the first thing you should do is contact your provider. Most companies have hardship officers who can help you work out a plan to pay the bill in instalments. They can also help you apply for emergency utility bill vouchers that you can use to meet minimum payments.

If your utility provider is not helpful, you can make a complaint to one of the state-based utility ombudsman schemes.

Government assistance

If you're having difficulty paying your energy bills, you may be able to get government assistance if you're eligible. You can also organise payments via Centrelink.

Centrelink

If you receive Centrelink payments, you can arrange for regular amounts to be transferred from your payments to pay your bill. Visit Centrelink to find out more or call your energy supplier to see what they can do for you.

State government support

You could be eligible for state government assistance to help pay your utility bills. Visit the Government's MoneySmart website for info in your state.

www.moneysmart.gov.au

Queensland

Queensland customers can apply for assistance from the Home Energy Emergency Assistance Scheme (HEEAS). The Home Energy Emergency Assistance Scheme:

- is for low-income households who've experienced a short-term financial crisis or unforeseen emergency that has limited their ability to pay their current electricity or reticulated natural gas bills.
- is one-off emergency assistance to help with paying your home energy bills
- pays up to \$720 in any 12 month period for a maximum of 2 consecutive years.

For more information, visit www.qld.gov.au/community/cost-of-living-support/home-energy-emergency-assistance-scheme/index.html.

Full eligibility details, including the types of emergency situations you might get help for, are available from your energy retailer.

How to apply

For more information, or to apply, contact your energy retailer. They will start the application process after considering all the eligibility criteria.

Helpful Resources

Electricity rebates are available to eligible pensioners, veterans and seniors.

See if you are eligible www.qld.gov.au/community/cost-of-living-support/electricity-gas-rebates/

Compare and Save

Visit: www.energymadeeasy.gov.au or www.energywatch.com.au to compare your energy options. Make sure to have your last bill handy.

Want to save money off your power bills?

WORKSHOPS AVAILABLE

BHC and QDN will be hosting a series of events called **Bright Sparks** to help tenants learn how to save money off electricity bills. The Bright Sparks events are a 2 hour workshop, which will help tenants learn how to read electricity bills, how to reduce the power used at home, what rebates and concessions are available and how to switch to a better offer. Bright Sparks is a hands-on learning opportunity; the topics are discussed in a fun and interactive way to help differing learning styles.

Tenants now have over 50 different electricity offers available from 13 different electricity retailers. More competition means there are more opportunities to save money but comparing deals can be confusing. Bright Sparks is designed to give people the confidence to shop around and save money on your electricity bills.

There is a best deal for everyone, and Bright Sparks will help you find it!

To find out more details and register to attend call Kaitlyn on 3307 3000 before the end of March



Asset's Home Hacks!

The BHC Assets team have put their heads together to come up with some ways to keep your happy home safe, clean and in top condition this year! If you have your own cleaning tips or tricks send them into bugle@bhcl.com.au so we can share them next time!

Busy Balconies!

Balconies don't have to be bothersome and boxy; keep them clean and tidy to make sure they don't become storage areas.

- Remember to put a water catch tray underneath your pot plants to stop water from staining the tiles or dripping off your balcony.
- Hanging or attaching anything on/above the balcony rails is not permitted; unapproved additions can become a major safety risk when the weather gets wild!

Floor Facts

- Place stick-on felt tabs or wheels, both available from your local supermarket or hardware store, on the bases of metal or sharp furniture. This will help prevent marks and scratches on vinyl floors.

Serious Fire Safety

- Make sure there are no personal items stored in common areas, walkways and exit routes in your complex. Plants, prams, furniture, etc. can pose a safety risk when trying to exit the building quickly.
- Most BHC front doors are rated as a fire door, which means these doors play an important part in protecting you and the complex in the event of a fire. Please do not screw, drill or attach anything to these doors or frames as it will compromise the door's fire rating.

Tips For a Clean and Pristine Bathroom

- Use a medium bristle scrubbing brush and a quality cleaner (e.g. Shower Power or Sugar Soap) to clean surfaces.
- To clean your shower screen, use a shower cleaner and a soft cloth or try a home hack of equal parts dishwashing liquid and white vinegar.
- To prevent mould in your bathroom and in your unit make sure you always use your bathroom exhaust fan (if installed) or open windows during / after your shower to air out the room.
- To remove mould in grout and silicon between tiles use a mould killer.
- If you do a general clean of the bathroom once a week it makes cleaning easier and quicker!

If you find a leaking tap or toilet, or faulty electrical switches in your unit, please report this to your Housing Manager as soon as possible.



Lets whisk it!

What better way to use over ripe bananas, than making. . .

Banana Bread

What you'll need

- ☐ 1 cup (150g) plain flour
- ☐ 1/2 cup (75g) self-raising flour
- ☐ 1 cup brown sugar
- ☐ 1 teaspoon ground cinnamon
- ☐ 125g butter, melted, cooled
- ☐ 2 eggs, whisked
- ☐ 3 over ripe bananas, mashed

What to do

Step 1

Preheat oven to 180°C. Grease and line the base and side of an 11 x 21 x 6cm loaf pan.

Step 2

Combine flours, sugar and cinnamon in a large bowl. Whisk butter and eggs together and combine with dry ingredients. Stir in mashed banana. Spoon into prepared pan and smooth the surface.

Step 3

Bake for 40-45 minutes or until a skewer inserted into the centre comes out clean. Set aside in the pan for 10 minutes before turning out onto a wire rack.



tried and tested by BHC staff

top tip

Serve lightly toasted and spread with butter

2016 TENANT END OF YEAR EVENT



SURVEY WINNERS

All tenants who completed their tenant survey and returned it by the due date went into the draw to win 1 of 4 great prizes.

Congratulations to Petra from Killarney St who won our major prize.

Our three runners-up were Mark from Hamilton Road, Lisa from Ramsgate Street, and Costas from Musgrave Road.

Congratulations to our winners and thank you to everyone for submitting your surveys. Be sure to send in next year's survey for the chance to be a winner too!



Want to feature **your** baking success? Send us a photo of your beautiful banana bread.

Do you have a recipe you want to share? Share it with us and we'll feature it in the Bugle.

email: bugle@bhcl.com.au

TENANT ENGAGEMENT UPDATE

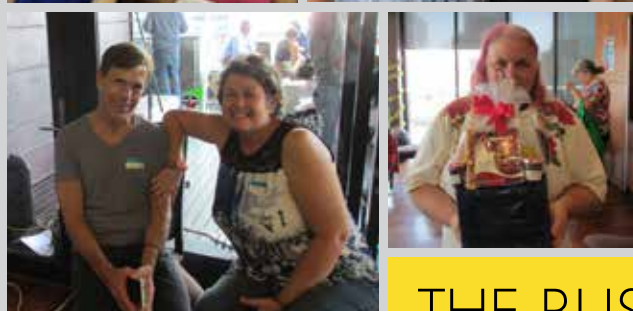
Are you trying to get in touch with us about an upcoming tenant event?
Do you want to find out more about what's happening in your community?
Contact the Tenant Engagement team at tenantevents@bhcl.com.au

A BIG thank-you to all tenants who came along to the end of year event we hosted December 6th last year. The day was a great success! Tenants who came along were able to enjoy live entertainment, lots of yummy food and cold drinks, Christmas craft activities, lucky door prizes and city views at the fabulous venue. We hope that everyone who attended enjoyed themselves and had a great time socialising and meeting new people. A special thank-you must also go to the Lord Mayor's Charitable Trust: Christmas Grant, which we were very grateful to receive. The funds we received all went towards making the event such a fantastic hit.



This year we hope to plan another End of Year event for our tenants to enjoy. If you attended last year's event and would like to share any feedback with us, we'd love to hear from you. Feedback can be emailed to:

tenantevents@bhcl.com.au



GOOD BYE JASMINE

Please join us in saying Thank-You and Farewell to Jasmine, who worked with our Tenant Engagement team from November to February as part of her social work professional placement. Jasmine is currently doing a dual degree in psychology and social work and spent a lot of time working with our tenants and connecting them to local community support services. We wish Jasmine all the best for the future.



THE BUSINESS OF HOPE: Business Basix Course

All the best for the five tenants who are participating in the Business Basix Course we wish them every success in the program. We look forward to following their journeys as they refine and grow their business ideas, so stay tuned for more information in our next edition!

Keep an eye on our Facebook page (BHC Creating Liveable Communities) and our website (www.bhcl.com.au) where we promote exciting opportunities for learning, volunteering, community involvement and so much more!

WHAT'S ON?

FREE



Sugar Spin: You, me, art and everything - daily until 17 April 2017
GOMA, Stanley Pl, South Brisbane

Featuring over 250 contemporary artworks exploring light, space, architecture and the senses.

FREE



100% Brisbane - daily until 30 June 2017 - 10:00am - 5:00pm
Museum of Brisbane, Level 3, City Hall, Brisbane City

This landmark exhibition invites you to have your say and contribute to this incredible self-portrait of the city.

FREE



Grand Opening of The Newmarket - Sunday 19 March - 1:00 - 5:00pm
Newmarket Bowls Club, 212 Ashgrove Avenue, Ashgrove

Join Community to celebrate the opening of this community space generously donated to the people of Brisbane by the Newmarket Bowls Club. The Newmarket will be officially opened by the Lord Mayor and there will be food trucks, bands, kids art activities, juggling workshops and more.

FREE



World Science Festival Brisbane - 25 - 26 March 2017
Cultural Forecourt, South Bank

Come along and participate in hands-on activities and explore the science behind robots, fossils, bubbles, slime, spiders, solar energy, drones, augmented reality, experiments and even explosions!

FREE



Brisbane Irish Festival - St Patrick's Day Parade - Friday 17 March 2017
Alice Street, Brisbane City, Queensland 4000

Celebrate Irish culture and its contribution to the state of Queensland. Watch the streets of Brisbane come alive with over 80 floats and displays.

FREE



Feel Good Program - 27 February - 6 May 2017
Little Stanley Street Lawns (southern end), South Bank Parklands

Medibank Feel Good Program features six different fitness classes, all taught by qualified instructors. All classes are free and bookings are not required - for more information and to view timetable visit: www.visitbrisbane.com.au/feelgood

FREE



Men's Shed Spring Hill - Wednesday and Sunday - 10:00am - 2:00pm
Bedford Park Community Hall, Corner Water and Love Streets Spring Hill

A collaborative project between Friends of Bedford Park and New Farm Rotary Club, with the assistance of BCC and Community. Men's Shed welcomes men of all ages to find social support in a safe, supportive and friendly environment and work on meaningful projects.

FREE



North Brisbane Easter Festival - 14 - 15 April 2017 - 10:00am - 9:00pm
Lot 1 Prospect Road, Mitchelton

Family-friendly event for the community, featuring an inflatable soccer field, face painting, bouncy castle, musical performances, petting zoo, Easter egg hunt and much more.

BHC NOTICEBOARD



Calling all Job Seekers

Need inspiration for a cover letter? Want to make your resume stand out? Not sure how to get the best out of job search websites? Come along to this new group at The Exchange for essential advice on everything you need to find a great job. Saturdays 9:15-10:45am (school terms), 81 Musk Avenue, Kelvin Grove. FREE. For more details contact Nitin or Tina on 0467 954257.

Community safety is everybody's responsibility

You can help to keep your building safe by reporting any illegal or suspicious activity you see.

There are currently 4 ways to report a drug dealer or suspected drug lab:

- 1 Report online now at www.police.qld.gov.au/online/ReportDrugDealer.htm
- 2 Report directly to your local police station
- 3 Contact Policelink on **131 444**
- 4 Contact Crime Stoppers on **1800 333 000** (only if you wish to report anonymously)

What you need to report

- Information relating to the production or dealing of ICE or other illegal drugs
- Address/suburb of the drug activity
- Time and date for the drug activity

Upcoming Kerbside Collection

Coopers Plains: 5 June 2017

Inala: 19 June 2017

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

CONTACT US

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



Under 25yrs? SYT can help with your housing + other goals too!

Talk to your landlord or call Adam on 0429 774 412 to find out more.



WALK AND TALK

Gurumba bigi! (G'day!)

This year, in recognition of National Reconciliation Week, BHC staff will be joining the Griffith University GUMURRI Student Support Unit in their annual Walk and Talk event. The walk is approximately 30 minutes long, from Mt Gravatt campus to the Nathan campus with stories along the way from members of the indigenous community in celebration of our Aboriginal and Torres Strait Islander friends and family. This event will take place around Reconciliation Week (27 May - 3 June), keep an eye on our Facebook page or our website for more details in the coming weeks.

It's All About YOU!

Celebrating Our Tenant's Talents

If you have something to feature in the next edition of the Bugle, email us at bugle@bhcl.com.au or call Kaitlyn on 3307 3000 with your ideas and contributions.

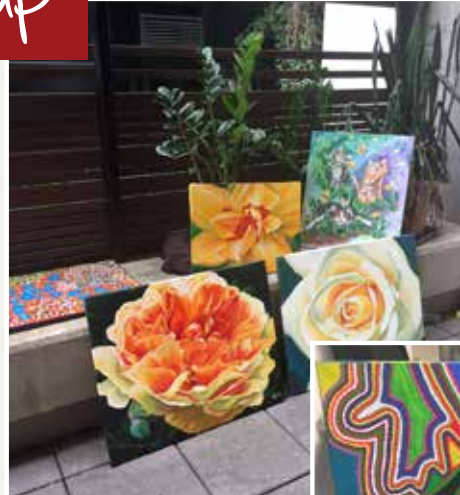
Green Square Art Group

In September 2016 Green Square tenant Gerard decided to start an art group, a space that promoted community, respect and inclusiveness. Very quickly more than just the tenants at Green Square were interested in the group and now all BHC tenants and all members of the community are invited to attend!

The Green Square Art Project welcomes everyone, no matter your skill level or interests. Members are passionate about making a safe, friendly and welcoming place where people can let their creativity flow and minds relax. This is a space open to all, including those living with mental health as well as the homeless and vulnerable members of the community.

If you are not an artist, you can come and join in a game of chess or cards instead, the group are always looking for more '500' players!

So come along to meet new people, get creative, play a game, or simply enjoy a cuppa and some morning tea. **WHEN:** the first Saturday of every month from 12 – 3pm, and every other Saturday from 10am – 3pm. Head along to the Maida Lilley Community Centre, level 1/5 Green Square Close. Don't forget the group is FREE!



In the next addition of the Bugle we are proud to be doing a feature on NAIDOC week (July 2nd -9th) and the activities and celebrations happening around this event. As part of this feature, BHC would like to celebrate and share in the history, culture and achievements of our

Aboriginal and Torres Strait Islander tenants. We invite our indigenous tenants to send in contributions to be showcased in the next edition of the Bugle.

You might like to:

- Tell us what NAIDOC week means to you
- Create and share poetry
- Create and share Indigenous artwork

Featured tenants will have their names printed alongside their contributions and can choose to write a short 'story' or explanation of their piece if they wish.

To find out more information or to send us your contribution, please contact the Bugle team: bugle@bhcl.com.au or call Kaitlyn on 3307 3000

****Please be mindful that any published material should be appropriate to be viewed by all age groups and members of the BHC community.**

Help Us Celebrate You!

