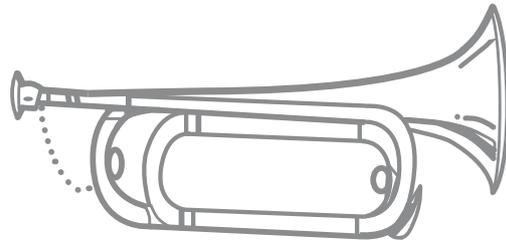


# bugle



SPRING EDITION  
SEPTEMBER 2019

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*new  
Beginnings*



## Welcome to this Spring edition of the Bugle, from BHC's new CEO Rebecca Oelkers

Dear Readers of the Bugle,

I am honoured to have been recently appointed as the Chief Executive Officer of BHC Creating Liveable Communities. After having worked with BHC for more than ten years, I have come to know many of our residents personally. I consider it a privilege to continue realising our vision of creating homes, changing lives and enabling transformation, and I look forward to working with you all in my new capacity as CEO.

BHC is in a strong position and we will continue to work hard to increase the supply of affordable housing for all Queenslanders in need. We will also continue to deliver the very best services for our tenants and communities and provide people with the stable accommodation they need to make positive change in their lives.

I am committed to enhancing BHC's role as a leader and innovator in the affordable housing sector, building our profile and increasing our ability to do more for the many people who need affordable homes. I am proud to lead BHC into a new era of evolution, innovation and growth.

I also want to thank outgoing CEO Stuart Lummis for his many contributions. During his tenure as CEO, Stuart successfully led a number of important initiatives and was driven by the desire to ensure the people of Brisbane have access to safe, secure housing. I wish him well in all of his future endeavours.

Finally, I encourage all residents who have suggestions or ideas about our services, to contact us at any time, either through your Housing Manager, or by email at [feedback@bhcl.com.au](mailto:feedback@bhcl.com.au). Your views are really important in helping us to make sure we continue to improve and grow, so please do get in touch if there is something you think we should consider.

I hope you enjoy this Spring edition of The Bugle.

Best Regards,

Rebecca Oelkers  
CEO



# R U OK?™

A conversation could change a life.

Thursday 12 September is **R U OK? Day**. On this day we're not only encouraged to ask our friends and family "Are you OK?", but also reminded that no matter what day of the year it is we should always take the time to check in with those around us. We know that regular meaningful conversations can make a difference when someone is struggling with life's ups and downs, and you don't have to be an expert to ask how someone's going, just a be great mate and a good listener!

This year we're encouraging everyone to think about when we should be asking our friends, loved ones and members of our community 'Are You Ok?' We want everyone in our community to know when there's something going on in someone's life or they notice a change in what someone is doing or saying – it's time to trust your gut and ask them **"Are you OK?"**

## We're Here to Help

You may already have your own mental health support network in place, but if you don't or you need someone else to talk to, here are some organisations who can help.

**Beyond Blue** (24/7)  
Ph: 1300 224 636 | web: [beyondblue.org.au](http://beyondblue.org.au)

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

**Kids Helpline** (24/7)  
Ph: 1800 55 1800 | web: [kidshelpline.com.au](http://kidshelpline.com.au)

Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.

**SANE Australia**  
Ph: 1800 18 SANE (7263) | web: [sane.org](http://sane.org)

SANE Australia is a national mental health charity working to support four million Australians affected by complex mental illness. SANE's work includes mental health awareness, online peer support and information, stigma reduction, specialist helpline support, research and advocacy.

## HOW TO ASK

R U OK? has developed four conversation steps to help you navigate a conversation with someone you're worried about:



**1 ASK**



**2 LISTEN**



**3 ENCOURAGE ACTION**



**4 CHECK IN**

**Lifeline** (24/7 )  
Ph: 13 11 14 | web: [lifeline.org.au](http://lifeline.org.au)

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

- People call Lifeline about:
- Suicidal thoughts or attempts
- Personal crisis
- Anxiety
- Depression
- Loneliness
- Abuse and trauma
- Stresses from work, family or society
- Self-help information for friends and family

**Suicide Call Back Service** (24/7)  
Ph: 1300 659 467 | web: [suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)

Suicide Call Back Service is a nationwide service that provides professional 24/7 telephone and online counselling to people who are affected by suicide.

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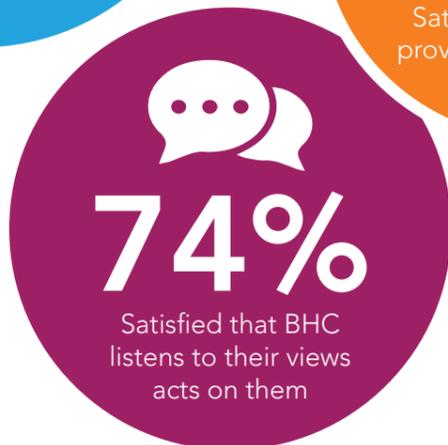
# THE RESULTS ARE IN!

## 2018 TENANT SURVEY

Thank you to everyone who completed the last Tenant Satisfaction Survey, we appreciate your time and honest feedback. Here are some of the things you told us.

### TENANT SATISFACTION

Thank you for providing me with such a wonderful home.



I am very thankful for my studio at BHC. I feel stable and secure and health has improved due to the ongoing support I have received here.

### HOUSING AFFORDABILITY

Since living in my BHC unit I am far less isolated or alone



The stability for myself as a single, older, unemployed woman with recent and ongoing health concerns and matters have been a **HUGE building block** for which I cannot be too thankful to BHC!

I've become more independent living on my own. Thank you.

### COMMUNITY PARTICIPATION AND SUPPORT

27% of residents accessed support agencies. Those services include:

- CHARITIES / MULTI-SERVICES
- HEALTH / SENIORS / DISABILITY SERVICES
- JOB NETWORKS
- MENTAL HEALTH / COUNSELLING
- COMMUNITY GROUPS / AGENCIES
- FINANCIAL / LEGAL

If you didn't complete a survey last year then this year is your turn. Surveys will be sent out in late October and residents who complete this and return it to BHC before the due date will go in the draw to win a prize! Check your survey when you receive it for more information, including the due date and prizes.



# LOOKING FOR ASSISTANCE ON YOUR EMPLOYMENT JOURNEY?

BHC wants to encourage all residents on their employment journey. Did you know there are lots of organisations out there who can help you in your job search? In last year's tenant survey, we heard from residents about the employment service providers they accessed over the past year, so we've put a list together of some of the most mentioned orgs! If you are looking for assistance in your employment journey, check out the providers below.

**MAX Employment** is the largest employment provider in Australia, as well as being a Registered Training Organisation. MAX does more than just job hunt though. It provides health services to enable clients to manage their health, opening up new opportunities. MAX also run an Adult Migrant English Program, helping new migrants settle into Australian life.

Ph: 1800 603 503 | Web: [www.maxsolutions.com.au/max-employment](http://www.maxsolutions.com.au/max-employment)

**TURSA Employment & Training** find work for job seekers as well as preparing and training them for work through its status as a Registered Training Organisation. TURSA helps everyone from Indigenous clients to people with disabilities to single and partnered parents, long term unemployed job seekers, young persons, mature aged persons, people from culturally and linguistically diverse backgrounds, and more. TURSA's staff are specially selected for their knowledge of unemployment and empathy for unemployed job seekers.

Ph: 1800 670 914 | Web: [www.tursa.com.au](http://www.tursa.com.au)

**Sarina Russo** is the largest Australian-owned private sector Jobactive provider. It can help place you into an apprenticeship or traineeship, or get you job ready with accredited or non-accredited training, mentoring and job placement services. Sarina Russo delivers foundation, diploma, undergraduate and postgraduate degree programmes through a management agreement with James Cook University Brisbane. Additional services include (but are not limited to!) an English Language program for international students and access to psychologists and allied professionals for individuals who are struggling to get back into the workforce due to health.

Ph: Head Office 3001 8010 | Job Access 13 15 59 | Web: [www.sarinarusso.com](http://www.sarinarusso.com)

**EPIC** has been helping people with disability find and maintain employment for almost 30 years. EPIC provide a personalised service for every person, and stay on their journey until their assistance is no longer needed.

EPIC know that too often, people with disability are underestimated and not expected to achieve highly in our society. They are passionate about raising expectations, and we know first-hand that disability doesn't mean you can't find a job you love.

Ph: 133 742 | Web: [epicassist.org](http://epicassist.org)

**APM** helps thousands of people every year who manage the impact of long term unemployment, mental health conditions, injuries, illnesses or disability, to find meaningful employment. APM help guide you through the process, from searching and applying for work, pre-employment screening, preparation for work, job placement and post-placement support.

To gain assistance you need to be a participant of either of the Australian Government's Jobactive or Disability Employment Services programs. APM are Australia's largest provider of Disability Employment Services.

Ph: 1800 276 276 | Web: [apm.net.au](http://apm.net.au)

**Breakthru** have a specific focus on assisting those most in need and offer specialist programs for those facing the challenge of an intensive mental health illness, a disability or physical health issue, long-term unemployment, unmet education goals or homelessness. If you're looking for a job, Breakthru will assist from start to finish by providing recruitment advice and job-matching services, designing a job that meets your goals and capabilities, providing on-the-job support to ensure you settle into your new job comfortably, and sharing training information with and organising awareness activities for both you and your new employer.

Ph: 1800 767 212 | Web: [breakthru.org.au](http://breakthru.org.au)



YOUR GUIDE TO  
**ROUTINE  
Inspections**

Routine inspections are a normal part of renting, but they can make some of tenants feel stressed and anxious. During a routine inspection the Housing Manager, Property Inspections Manager or Asset Manager will visit your home to ensure the property is well cared for and to check if there are any maintenance or health and safety issues, like broken or faulty fixtures. Even though some people worry about routine inspections there's really nothing to fear!

Below is a little guide to help you know what to expect when you've got an inspection coming up.

**WHEN DO THEY HAPPEN?**

Routine Inspections are carried out no more than once every 3 months and BHC will always give you a minimum of 7 days' notice using an Entry notice – Form 9. Entry time is usually listed as a two hour window (e.g. entry to occur between 9-11am) as Housing Managers will be visiting multiple units during that time. Don't worry – your inspection won't take two hours, it's usually a quick 5-10 minute visit, if that!

**REPORTING A PROBLEM**

If you do have any maintenance issues you can let your Housing Manager know during your Routine Inspection, or when the maintenance issue occurs, depending on how urgent it is. If you have an urgent maintenance issue please contact BHC immediately on 3307 3000.

Non-urgent requests should be put in writing. This could be:

- A Repair Form completed and returned to your Housing Manager- available in your sign up pack, from your Housing Manager or you can download it at [www.bhcl.com.au](http://www.bhcl.com.au)
- In an email to your Housing Manager

**PREPARING FOR A ROUTINE INSPECTION**

Preparing for a Routine Inspection can feel overwhelming sometimes. BHC provides a helpful checklist for Routine Inspections with your entry notice and we hope this helps people to feel prepared and know what to focus on.

If you have a lot of cleaning / tidying to do, try spreading it out over a week or two and focusing on one area at a time. This can make preparing for your inspection an easier task and put less stress on you so you don't have to do everything at once.

If you are concerned about your inspection or feel you may need some assistance preparing for your inspection, please speak to your Housing Manager.

**Every now and then  
we all need a little  
extra support**

Whether you're struggling to maintain your tenancy, there is something major happening in your life, or things just feel overwhelming, it's ok to ask for help. At BHC we understand that sometimes things go wrong, or get complicated, and that can put a strain on every part of your life.

If you find yourself needing some assistance, or even just someone to talk to you can speak to your Housing Manager. They can refer you to a support organisation or recommend a service who may be able to assist.

Some support organisations in the community include:

**Community**

From their neighbourhood centres Community offer support to people who are experiencing the challenges that life can bring as well as opportunities to connect, and get involved whatever their circumstances, background or stage of life. If you're wondering if one of Community's programs is what you're looking for please get in touch. We're here to help.

Offering Support With: Financial, Housing, Childcare / Family Support, Over 55's Programs, Personal Support, Mental Health and Wellbeing, Disability Support, Community / Social Support, and more!

Web: [www.community.org.au](http://www.community.org.au)  
Ph: 3510 2700  
Email: [admin@community.org.au](mailto:admin@community.org.au)



**Footprints**

Footprints is a not for profit that is focused on supporting you to achieve your dreams. It could mean empowering you with the skills to progress on your journey to wellness or just encouraging you to take on the life tasks that you might be finding challenging.

Offering Support With: Mental Health and Wellbeing, Disability Support, Over 55's Programs, Community / Social Support, Community Care, and more!

Web: [www.footprintsinc.org.au](http://www.footprintsinc.org.au)  
Ph: 3252 3488  
Email: [admin@footprintsinc.org.au](mailto:admin@footprintsinc.org.au)



**Aboriginal and Torres Strait Islander Community Health Service Brisbane**

"Committed to providing holistic health care to raise the health and wellbeing of Aboriginal and Torres Strait Islander people in the wider Brisbane community" ATSIChS offer primary health care in numerous areas. They also have an aged care facility, family and child safety services, social and emotional wellbeing and a youth service.

Web: [www.atsichsbrisbane.org.au](http://www.atsichsbrisbane.org.au)  
Ph: 3240 8900



To find more support organisations you can visit [www.bhcl.com.au](http://www.bhcl.com.au) and look under Tenants > Current Tenants > Community & Support Organisations. You can also speak to your Housing Manager to find out about other services.

# BHC NOTICEBOARD



## Resident Community Development Team Update

THANK YOU TO THE RESIDENTS WHO CAME ALONG TO THE WELCOME PACK FEEDBACK EVENT IN JUNE! WE HAD A GREAT WORKSHOP WITH RESIDENTS TO HELP SHAPE THE NEW WELCOME PACKS CURRENTLY BEING DESIGNED BY THE RCD TEAM. WE LOOK FORWARD TO SHARING THE FINISHED PRODUCT WITH THE WHOLE BHC COMMUNITY WHEN IT'S READY!



## Balconies

BE MINDFUL WHEN CLEANING YOUR BALCONY AS WATER, DIRT AND RUBBISH SWEEPED OVER THE EDGE CAN LAND ON BALCONIES, WALKWAYS OR COMMON AREAS BELOW YOU.

TIP: DISPOSE OF MOP WATER (ONLY WATER) VIA A SUITABLE DRAIN IN YOUR UNIT. USE A SINK/DRAIN-STRAINER TO CATCH ANY DEBRIS IN THE WATER AND MAKE SURE ALL RUBBISH/DIRT/DEBRIS GOES IN THE BIN, WHETHER IT'S FROM THE WATER OR THE BALCONY.



## Your Feedback

TO LEAVE BHC FEEDBACK, LODGE COMPLAINTS AND SUGGESTIONS, PLEASE EMAIL: [FEEDBACK@BHCL.COM.AU](mailto: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](mailto:RECEPTION@BHCL.COM.AU)  
WEBSITE: [WWW.BHCL.COM.AU](http://WWW.BHCL.COM.AU)  
FACEBOOK: BHC CREATING LIVEABLE COMMUNITIES  
INSTAGRAM: BHC\_COMMUNITIES

## Annual Income Reviews are on their way!

IN OCTOBER THE 2019 INCOME REVIEWS WILL BE SENT OUT AND IT IS COMPULSORY FOR ALL RESIDENTS TO COMPLETE THIS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR ANNUAL INCOME REVIEW PLEASE CONTACT YOUR HOUSING MANAGER.

## Upcoming Kerbside Collections

- 7 OCTOBER – ENOGGERA
- 7 OCTOBER – NEWMARKET
- 21 OCTOBER – KELVIN GROVE
- 21 OCTOBER – BOWEN HILLS
- 28 OCTOBER – PADDINGTON

## Have you had a positive experience with BHC?

WOULD YOU LIKE TO TELL SOMEONE? IF YOU WOULD LIKE TO LEAVE US SOME POSITIVE FEEDBACK, YOU CAN WRITE TO US AT [FEEDBACK@BHCL.COM.AU](mailto:FEEDBACK@BHCL.COM.AU) OR WRITE US A REVIEW ON OUR GOOGLE PAGE.

# What's On?

# BRISBANE

 	<p><b>River of Light:</b> 6 - 28 September, three times daily (except Monday) 6:15pm, 8pm, 9pm, Treasury Brisbane Arcadia, Cultural Forecourt, South Bank</p> <p>This art-meets-technology water fountain, light-and-laser spectacle will illuminate the night and our river. Following the success of the 2018 telling of a Dreamtime creation story of the river, this new local story will again be told by Yuggera and Toorbal man Shannon Ruska working with Oracle Liquid.</p>
 	<p><b>Connecting with Local Stories:</b> 20 - 28 September, 5:00 - 6:00pm King Street, Bowen Hills</p> <p>Connecting with Local Stories offers insights from local Aboriginal community members as they share stories connected to country. Enjoy four interactive sessions in a relaxed and informal setting.</p>
 	<p><b>Sunsuper Riverfire:</b> Saturday 28 September, entertainment from 4:00pm, Fireworks from 7:00pm - South Bank Cultural Forecourt, South Bank</p> <p>Sunsuper Riverfire celebrates the end of 3 weeks of Queensland's largest arts and cultural event with a pyrotechnic extravaganza set to almighty soundtrack celebrating 1989, Riverstage's birthday year.</p>
 	<p><b>Free Guided Discovery Tours:</b> Daily 11:00am and 1:00pm City Botanic Gardens, Brisbane City or Brisbane Botanic Gardens Mt Coot-ha</p> <p>Enjoy a relaxed and informative guided walk with one of the garden's volunteer guides. Tours start at the Visitor Information Centre at Mt Coot-ha or the City Botanic Gardens Rotunda in the city. No bookings required.</p>
 	<p><b>Garage Sale Trail:</b> 19 - 20 October</p> <p>The Garage Sale Trail is happening across Australia on Saturday 19 - Sunday 20 October. This weekend is all about encouraging us to put secondhand first and minimise our impact on the planet. Find out more about this One Big Weekend of Garage Sales, visit: <a href="http://www.garagesaletrail.com.au">www.garagesaletrail.com.au</a></p>
 	<p><b>Neighbourhood Watch Week:</b> 13 - 20 November</p> <p>Neighbourhood Watch Week aims to raise public awareness of Neighbourhood Watch (NHW) and benefits of belonging to a local Neighbourhood Watch group. NHW is a community lead safety and awareness program working in partnership with police. Visit <a href="http://nhwa.com.au">nhwa.com.au</a> for more information or to find your local group.</p>

# 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](mailto:bugle@bhcl.com.au) or call Kaitlyn on 3307 3000 with your ideas and contributions.

## Why I Volunteer

By Annaliese, Fortitude Valley Resident

Volunteering is quite fun. It has given me a sense that I have a job and am still connected to the world of work, without it being stressful or restrictive. My job is quite flexible and happy and self directed. I work sorting donations for 3rd Space - a centre for homeless people. People can get meals, showers, take a sleep, access medical and legal services there. They can also get a fresh set of clothes.

The two rooms of the basement of 3rd Space are full of donated clothes, toiletries, blankets, shoes, thongs etc. We get donations from the community and particularly ask for practical, warm clothes and shoes.

In sorting the donations, I look for good quality items that are in good condition. We don't give out stained or ruined clothing. We get things we can't keep, such as high heel shoes and children's clothes, and they are sent to other charity shops including Dressed For Success. In summer we tend to run-out of men's and women's shorts - they are like gold, but always have plenty of jeans - they are not popular for some reason.

The job is very easy, physical and rewarding. Sometimes you can find something really nice for someone, and I feel like I'm in a fashion shop, dressing someone. If they are happy with what you find them, you know they will feel good and look good in their new stuff. Everyone likes something new!

In the last edition of the Bugle we asked residents to tell us or show us what they love volunteering. We know so many of our residents volunteer in their communities and it was heart-warming to hear from them! Congratulations and thank you to Annaliese, our winner of the \$25 voucher, for sharing her story about why she volunteers.

