



the bhc bugle

AUTUMN EDITION, MARCH 2016

Creating Community

What Makes a Good
Neighbour?

New Futures for Young
People

Easter Recipes & Crafts

What's
Happening in
Brisbane?



BHC Update

Brisbane Housing Company's Caggara House has been awarded the Urban Development Institute of Australia's (UDIA) Queensland Affordable Housing Award for Excellence, 2015. Caggara House was recognised for its contribution to Queensland's affordable housing sector, providing a choice for public housing residents who were ready to downsize from larger homes that they no longer needed.

As the Queensland winner, Caggara House will now be considered in the UDIA's National Awards held in Adelaide in March - stay tuned!

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Dear Readers of the Bugle,

Our team at BHC are looking forward to a challenging but exciting 2016.

As many readers will be aware, a new Minister for Housing, the Hon Mick De Brenni MP was appointed by the Queensland State Government during December. BHC welcomes Minister De Brenni and thanks the former Minister, Leeanne Enoch for her support over the past twelve months. We look forward to meeting with Minister De Brenni in coming weeks, and showcasing BHC's work in creating affordable, livable communities for Queenslanders.

We are excited to see the progress on Spectrum Apartments at Lutwyche Road, our latest housing development, which we expect to see completed in August this year. Spectrum will have 60 units including a number that will provide specialist disability accommodation for our partner Multiple Sclerosis Queensland. Look out for more information about this development as we close in on completion.

With the National Disability Insurance Scheme beginning to be rolled out nationally this year, BHC will continue to work with Queenslanders with a disability to meet their housing needs. With a majority of BHC tenants identifying with a disability (physical or non-physical) we are very aware of the unmet housing needs of many Queenslanders, and we are ready to play our part in addressing this important issue.

BHC is eager to see a strong affordable housing strategy both nationally and here in Queensland. With both the Federal and State Government's currently exploring opportunities to improve housing affordability, we are hopeful that we will see not only a greater level of investment, but also new and innovative approaches adopted across the political spectrum.

I do hope you enjoy reading this edition of the Bugle, and I look forward to sharing our progress with you in the year ahead.

David Cant
CEO



BYS Day-to-day Living Mental Health Promotion

April Activities for young people 12 to 25-year-olds

Meet at BYS (42 McLacklan St, Fortitude Valley) at 1:00pm unless otherwise specified. All free, food provided! Phone 3260 2400 or Deb 0451 636 168 to inquire or put your name down!

Monday 4th: Gallery of Modern Art - APT! (Deb and Ash)

Tuesday 5th: Touch Footy at New Farm Park (meet at BYS at 9:45am) (Jesse, Health Team)

Tuesday 5th: Art Workshop, meet at BYS at 1:00pm (Deb)

Thursday 7th: Lunch on us! Cooking onsite at 1:00pm (Jordy and Connie)

Monday 11th: Movies! Please put your name down. (Ash and Bek)

Tuesday 12th: Touch Footy at New Farm Park (meet at BYS at 9:45am) (Jesse, Health Team)

Tuesday 12th: Art Workshop, meet at BYS at 1:00pm (Deb)

Thursday 14th: Lunch on us! Cooking onsite at 1:00pm (Connie)

Monday 18th: Day Trip! Meet at BYS at 9:00am. Put your name down and wear footwear. Op-Shop tour and lunch, you'll have your own shopping budget! (Ash and Deb)

Tuesday 19th: Touch Footy at New Farm Park (meet at BYS at 9:45am) (Jesse, Health Team)

Tuesday 19th: Art Workshop, meet at BYS at 1:00pm (Deb)

Thursday 21st: Lunch on us! Cooking onsite at 1:00pm (Jordy and Bek)

Monday 25th: Public Holiday - BYS closed.

Tuesday 26th: Touch Footy at New Farm Park (meet at BYS at 9:45am) (Jesse, Health Team)

Tuesday 26th: Art Workshop, meet at BYS at 1:00pm (Jordy)

Thursday 28th: Lunch on us! Cooking onsite at 1:00pm (Connie)

See page 7 for more!

Your Community Events

NDIS MI WAY

NDIS Participant Readiness in Brisbane March to April. For individuals living with mental illness, their families and carers.

Wynnum Information Session and Workshop
9:00am - 11:30am
April 12th at FSG Cafe, Wynnum

Herston Information Session and Workshop
1:00pm - 4:00pm
April 20th at MIFQ, Herston

RSVP TO: 1800 985 944 or ndis@mifq.org.au
Need an interpreter? Just ask!



Neighbour Day Sunday 27 March 2016

"The Community you want starts at your front door."

The principle aim of Neighbour Day is to build better relationships with the people who live around us. Here are some ideas for organising Neighbour Day:

- Enjoy a cup of tea with just one or two people from your complex.
- Have a "bring a plate" social event in the common space. Invite anyone from your complex. (BHC will help with printing invitation/flyer – just ask us!)
- See if a group from your complex would like to go for a walk, visit a museum or have a picnic in a park.
- Follow Neighbour Day on Twitter, Facebook and Instagram.

Relationships Australia has been the home of Neighbourhood Days since 2014.



What Makes a Good Neighbour?

Take Pride in Your Surroundings

Think about your belongings, your space and what is visible to others. Declutter your home. Remember, balconies are not meant to be storage! Wheelie bins are best taken out and brought in on bin day. Take a turn to collect unwanted junk mail and dispose of thoughtfully. Care for and respect common areas; maintain them so they are in a clear and useable state for everyone.

To resolve an issue you must take the time to listen and it is best not to approach a neighbour when you are upset or angry. There are a number of on-line resources that can support you to resolve disputes, and explain formal dispute resolution services and processes available to assist with neighbourhood disputes.

Contact our office if you would like some additional information.

Resolving Neighbourhood Disputes

If your neighbour's behaviour is affecting you, speak or write to your neighbour at an early stage – they may not be aware or it might be a simple misunderstanding that can be easily resolved. It is always important that communication is respectful, polite, and non-threatening.

Anti Social Behaviours

Anti social behaviour includes a wide range of unacceptable behaviours that affect the quality of life for residents and others working and living in the community.

- Anti social behaviours can include the following:
- Domestic violence and abuse
 - Physical violence
 - Verbal harassment, abuse or intimidating behaviour
 - Drug use, substance issues, or drug dealing
 - Alcohol related abuse
 - Vandalism and damage to property

If you are experiencing or subject to anti-social behaviour, in the first instance you should contact the Qld Police:

IF A CRIME'S HAPPENING
RIGHT NOW, CALL
TRIPLLE ZERO (000)

IF NOT, THINK
POLICELINK CALL 141 444

Disruptive behaviour may be reported to BHC by email feedback@bhcl.com.au or calling 3307 3000. BHC can only investigate what is a breach of tenancy legislation.

Local Savings Program Helps Kids Get Back to School

Leading local savings program, Saver Plus, is helping to ease the burden of 'back to school' costs by supporting Australian families through financial education and up to \$500 in matched savings.

Delivered locally by The Smith Family, the 10-month program has already benefited more than 30,000 Australians, encouraging them to set financial goals and learn about long-term savings habits.

Mother of four Sarah says the program has meant her son can go to school with a new uniform, books and even money towards a laptop this year.

"It's great to know that I will have \$500 that I wouldn't normally have to go towards school costs," She said.

"It's really helped reduce the stress that can mount up after the holidays.

"I used the program to teach my son about saving and we saved the monthly amounts together to put towards his laptop for high school.

"It was so rewarding to finally purchase and use the computer."

Eighty-seven per cent of past participants continued to save at the same rate or more. Participants also reported having more control over their finances and improved wellbeing after developing the ability to save on a regular basis.

"My son understood income was tight, but the program was a tool to teach him about budgeting and saving and setting a goal," Sarah explained.

Saver Plus was developed in 2002 by the Brotherhood of St Laurence and ANZ, and is delivered by community organisations across Australia.

Saver Plus Coordinator from The Smith Family, Kerry Rea, explained.

"Saver Plus builds people's money management skills and confidence with simple tools including budgets and spending diaries," Kerry said.

"I've seen the program change people's attitudes towards money and in many cases change their lives."



'Back to School' savings tips:

- Ask your school for an expenses list to see if you can pay for any costs via instalments, such as school camps and excursions.
- Develop a budget and do your research to find the best "back to school" bargains.
- Hold a get-together with school parents, with children of different ages, to exchange children's school clothing.
- Add children's names to all school items, so that any lost property is more likely to be returned.
- Buy in bulk the school supplies that you know will be used regularly.

You may be eligible for Saver Plus if you:

- have a Health Care or a Pensioner Concession Card
- are at least 18 years old
- have a child at school or starting next year or attend vocational education yourself
- have some regular income from work (you or your partner).

Contact Kerry Rea from The Smith Family on 0419 319 564 or at Kerry.rea@thesmithfamily.com.au for more information.

Footprints Actioning Recovery and Citizenship Program (ARC)

The ARC program provides medium term support to individuals with severe and persistent or severe and episodic mental illness who reside in Boarding Houses or Hostels in the Brisbane Metropolitan area. ARC provides psychosocial interventions that are complimentary to the person's recovery journey and which will increase the person's capacity to self-manage their lifestyle and health needs. At the same time ARC assists people to acquire the skills and resources needed to break the cycle of moving through acute care facilities, boarding house or hostel accommodation and homelessness.

ARC offers:

- 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.

- Practical 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.
- Assistance to identify triggers and early connection with supportive services and networks.
- A range of recovery-oriented skill building groups with accredited facilitators and peer supports.

ARC GROUP PROGRAM

ARC currently offers a broad range of supportive and therapeutic groups at Footprints, located at 31 Thomas Street, West End.

These include:

- Hearing Voices
- Women's Art Therapy
- WRAP – Wellness Recovery Action Plan
- Buried in treasures
 - Creating Connections
 - Unwind

For more information please contact the ARC Team on 07 3252 3488 or email arc@footprintsinc.org.au.

Get trained and prepared for a job in Hospitality or Aged Care!

Are you able, interested and willing to participate in FREE training?

Courses available:

- Certificate II and III in Hospitality
- Certificate III in Aged Care

This is nationally recognised training and Communitify will do their best to support and assist trainees to find employment.

Communitify may be able to support you to overcome barriers to employment.

- Assistance with childcare arrangements
- Transport costs
- Additional Tuition
- Language Literacy and Numeracy
- Job search, resumes and presentation

To find out more and check your eligibility, contact peterw@communitify.org.au or phone 0447 758 874 and Peter will contact you.

You can also view the Communitify website <http://www.communitify.org.au/sqw/>



in partnership with



This training is proudly funded and supported by the Queensland Government through its skilling Queenslanders for work initiative

March 2016

SPOTLIGHT ON BYS

"New Futures for Young People"

Brisbane Youth Service (BYS) has been operating since 1977, helping to provide support and suitable accommodation for thousands of homeless and vulnerable young people aged between 12 and 25.

You can find BYS in 3 locations across Brisbane; Centre for Young Families in Newstead, Centre for Young Women in Stones Corner and the Valley Service Hub and Head Office in Fortitude Valley.

Across these centres, BYS offer emergency and longer term support to young people and their children. BYS assists young people in finding and maintaining appropriate housing, addressing physical and mental health issues and establishing successful relationships and support networks.

Some of the programs BYS runs include:

- Parental skill developments
- Health services (including drug and alcohol intervention)
- Referrals to other services

BYS also provide the Day 2 Day Living Program to young people, an initiative of the Queensland Government Department of Health.

This program is aimed at improving the quality of life for individuals with severe and persistent mental illness by offering structured and socially based activities.

"This initiative recognises that meaningful activity and social connectedness are important factors that can contribute to people's recovery."

- Australian Government, Department of Health

To see what activities are on this April, head over to page 3 of the Bugle!

For further dates and activities, please contact the
BYS Valley Service Hub
42 McLachlan St, Fortitude
Valley Brisbane
PH: 07 3620 2400



www.bhcl.com.au

PEEPs

Personal Emergency Evacuation Plans

If you have a mobility issue or something that might prevent you from evacuating the building safely via the stairs and without assistance, it is important that you have a Personal Emergency Evacuation Plan.

The PEEP will be prepared with you, detailing what your strategy is in an emergency, the assistance you may require and it is used by Queensland Fire Service if there is an evacuation. Please speak to your Housing Manager to prepare or update a PEEP.

Emergency Evacuation Drills

Emergency Evacuation Drills will be taking place at most BHC properties between **Monday 4 April 2016** and **Thursday 14 April 2016**.

It is strongly recommended that all tenants participate as Emergency Evacuation Drills are the best way to learn what you should do in a real emergency. BHC Staff and Fire Safety experts will be at each property to help with the Evacuation and to answer any questions that arise. It is not compulsory to be home for the drill.

Important Tips for Emergency Evacuation:

- Know your closest evacuation route and where your Assembly Area is (this information will be found on signs at various points throughout your building)
- Never use lifts in the event of a fire
- Do not panic - Move quickly and calmly to the Assembly Area. Wait for further instructions before re-entering the building
- If you are not able to use stairs make sure that you have a Personal Evacuation Emergency Plan (PEEP) - If you do not have a PEEP or are unsure of the details contact your Housing Manager immediately

In the event of a fire or any emergency contact call 000 not your Housing Manager.

Emergency Services should be your first point of call in any Emergency situation.

Keys and Lock Outs

Lock outs, both during and outside of business hours, are a tenant responsibility. Unfortunately, if a tenant loses their key or locks themselves out, it will usually mean calling a locksmith and incurring a charge from the locksmith.

What can be done to avoid a lock out?

You can order and pay for an additional (spare) key before you are accidentally locked out; this is cheaper than incurring a fee from a locksmith. Keep the spare key with a trusted friend or relative, or organise a key safe. A key safe can be either a padlock version or attached to a wall. **Speak to your Housing Manager before installing a key safe to a wall.** There will need to first be permission from BHC (and sometimes body corporate).

If you are locked out, you can call:

Lock2Lock -0406 332 554
If there is no answer you can contact
Top Lock - 1300 553 945
Or you can call a locksmith of your choice.

As BHC uses a master key system at our complexes, tenants are not able to have the locks changed. An extra key can minimise cost and a lot of inconvenience.

Please speak to your Housing Manager for additional information - we will be happy to assist.

Healthy Hot Cross Buns Recipe

Remember to check your pantry! You may already have some ingredients. Keep any left overs for another great recipe!

Ingredients:

- 220g whole meal or whole-wheat flour.....(1kg bag - \$1.99)
- 50 g rolled oats.....(900g bag - \$1.39)
- 1 teaspoon ground cinnamon.....(36g - \$2.08)
- 1 teaspoon dried yeast.....(35g sachets - \$2.30)
- 125 ml (1/2 cup milk) your choice of dairy, almond, rice, oat, soy.....(500ml full cream milk - \$0.90)
- 1 tablespoon honey.....(250g jar - \$4.39)
- 1 teaspoon vanilla bean extract or 1/2 of paste.....(50ml bottle - \$5.45)
- 60 ml (1/4 cup) macadamia nut oil or olive oil.....(500ml olive oil - \$3.00)
- 1 free range / organic egg, lightly beaten.....(350g/6 eggs - \$3.05)
- 80 g raisins.....(375g bag - \$3.58)
- 50 g currants.....(300g bag - \$2.92)
- Melted chocolate to decorate *if desired*.....(375g bag - \$2.50)

Price:

Total: \$33.55
(Priced February 2016 from Coles)

Method:

1. Mix the wholemeal flour, oats, cinnamon, yeast and a pinch of salt in a mixing bowl.
2. Warm the milk, vanilla and honey just a little until just slightly warm, then pour into the mixing bowl along with the egg and oil.
3. Mix the dough for about 6 minutes until it is smooth and elastic. Add the dried fruits and mix through.
4. Cover the bowl with a clean cloth or glad wrap and leave the dough to double in size in a warm place for about 1 hour.
5. Knock back the dough and tip in onto your working bench.
6. Knead a little then shape into 10 rolls.
7. Cover lightly and allow to rise for another 30 minutes or until double in size.
8. Preheat your oven to 160 C.
9. Bake for 20 minutes until golden.
10. Cool then if you like pipe a cross made from white (or dark chocolate) on top.
11. Enjoy.

What's happening in Brisbane?

MARCH

AUTUMN EDITION

Build Your City Lego Workshop

Saturday 26th March – Sunday 10th April, 10am-4pm daily
Museum of Brisbane, level 3, "City Hall" King George Square

*You can even enter your construction in a competition for a chance to win a Lego Prize Pack valued at over \$270!

FREE!

APRIL

8 Week Weight Loss Challenge

Monday 11th April, 7-8am; City Botanic Gardens (meeting point; Albert St Gates)

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

Please have: Exercise clothes and shoes, sun protection, towel and water bottle.

FREE!

Tai Chi Qigong

Tuesday, 26th April, 12.30-1.30pm; City Botanic Gardens
Meeting Point: Grass area above duck pond, next to waterfall, Alice St Brisbane

This dynamic activity is invigorating, works with both your body and your mind and will help you feel relaxed, refreshed and calm. All welcome!

For further information, contact Australian Academy of Tai Chi and Qigong on 3358 1955

FREE!

MAY

Gentle Fitness (for 50+)

Tuesday 3rd May, 9.30-10.30am
Meeting Point: Upper Mt Gravatt Progress Hall, 1873 Logan Rd, Mount Gravatt

Enjoy specifically designed sessions to increase your fitness in a social environment. For more information contact Choose Today on 0412 140 034

\$5

Backyard Bonanza

Sunday 22nd May, 9.30am-2pm
Meeting Point: McPherson Park, 146 Denham St, Bracken Ridge 4017

Backyard Bonanza will be bustling with three stages of programmed entertainment, including a professional band, community and school-based choirs, dance groups and instrumental ensembles. The park will also come alive with the Bracken Ridge Lions' miniature steam train rides, amusement rides, kids cooking, gardening and DIY workshops, tempting food stalls, giveaways and community groups' stalls and displays.

FREE!

Gathering with eXcelsior Arts

Wednesday 25th May, 12-1pm
Meeting Point: Queen St Mall stage, top end of the mall, near Myer

The dynamic troupe, eXcelsior Arts, have performed to thousands at Woodford Folk Festival, Homeground at the Sydney Opera House, Boomerang Festival, Byron Bay Bluesfest and they will bring their performance to Queen Street Mall.

FREE!

March 2016

BHC
NOTICE
BOARD

Airing out 

As we approach winter, remember to keep opening your windows and doors to allow good ventilation of your unit. Aerating your rooms is important to healthy living and helps to keep mould and other baddies away!

If you want to make any changes to your premises, give BHC a call first! Remember that you cannot change or remove any fixtures/fittings without permission from BHC, and sometimes even Body Corp! If you need handrails installed or any other safety modifications made to your unit, see your Housing Manager who will be able to give permission and perhaps put you in touch with someone who is able to do the work.

Please remember you cannot remove Smoke Alarms or their batteries (except to replace the battery).

Smoke Alarms Save Lives

Water Leaks 

If you have a water leak in your property, please report this to BHC. BHC staff will assess the best way to manage the leak. Sometimes leaks can result in extensive damage to both your unit and your belongings, so fast reporting is wise.

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

URGENT!

If you have not returned your annual survey and updated income details these are now overdue. Please return these documents to your Housing Manager, or bring them to our head office in Spring Hill ASAP.

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

TEAR ME OUT

IMPORTANT CONTACTS

BHC After Hours

07 3307 3000 and follow the prompts

Policelink

"If a crime is happening now, call Triple Zero (000). If not, think Policelink..."

131 444

After Hours GP

"100% bulk billed for Medicare and DVA card-holders"

13 55 66

Lock Outs

Please request a quote first as you will have to pay the locksmith.

#1. Lock2Lock – **0406 332 554**

#2. Top Lock – **1300 553 945**

Legal Aid Queensland

Mon-Fri, 8.30am-5pm

1300 651 188

Lifeline

Operates 24hrs – Cost of a local call

13 11 14

Domestic Violence Line

"If you or someone you know is experiencing domestic violence, ring the DV Line for help. This is a free-call number, available 24/7"

1800 656 463

Child Safety After Hours

Service Number

3235 9999 OR 1800 177 135

Elder Abuse Helpline

Mon-Fri, 9am-5pm – Cost of a local call

1300 651 192

13HEALTH

Health Advice Over the Phone

Confidential health advice 24/7 – Cost of a local call

13 43 25 84

Beyond Blue

Support Service for depression and anxiety

Support. Advice. Action.

1300 22 4636



Easter Craft Eggs!

Dye some eggs this Easter for a decorative treat!

1. Boil your egg (if you wish to eat) or make a small hole and drain egg.
2. In a small bowl, combine 3 cups of warm water, 2 tablespoons of vinegar, and a few drops of food colouring.
3. Place egg in dye and leave submerged until desired shade.
4. In a wide, shallow bowl, prepare a second batch of dye (as above), this dye will give swirls – in a darker colour – liquid should be ½ inch deep. Add 1 tablespoon olive oil. Run a fork through mixture, creating swirls of oil on the surface.
5. As the oil swirls, place dyed egg in mixture and roll it once around the bowl to pick up the oil streaks.
6. GENTLY pat dry with paper towel and allow to dry completely. Experiment with different colour combinations!