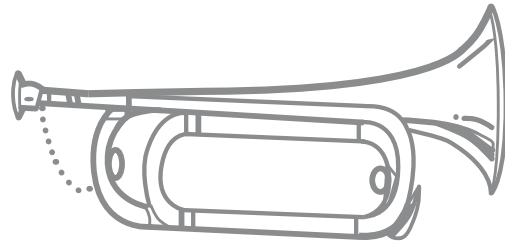


bugle



SPRING EDITION
SEPTEMBER 2017

**HAPPY,
HEALTHY,
HERE!**

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- 4 "HOW TO" ACCESS MY AGED CARE SUPPORT
- 6 STAYING HAPPY & HEALTHY





Dear Readers of the Bugle,

It is with great excitement and anticipation that we announce the appointment of BHC's new Chief Executive Officer, Mr Stuart Lummis. Stuart commenced in the role at the end of August.

Stuart was previously Director of Building, Planning Facilities and Property with the Roman Catholic Archdiocese of Brisbane and is a Fellow of the Australian Institute of Company Directors. He brings to BHC exceptional leadership with a combination of not-for-profit and commercial sector knowledge.

"I am excited to be taking on the role of CEO, and continuing the excellent work of David Cant and the dedicated BHC team." Mr Lummis said.

"The provision of housing to people in need is a challenging task, with everyone deserving the feeling of safety and belonging that a home provides."

Welcome, Stuart, and congratulations on your new role.



In the June issue of the Bugle, David Cant farewelled Bugle readers, reflecting on his feelings of pride in being a part of the work BHC does, his passion for the community housing sector, and the knowledge that he will miss BHC colleagues and tenants. He also reflected on the excitement ahead for BHC and its next phase. Now it's our turn to farewell David.

Through his time with BHC, David has been an exceptional leader, driven by the desire to ensure the people of Brisbane have access to safe, secure housing. He has been much admired by staff, appreciated by Board and highly regarded by peers in the community housing sector as well as Government. David has overseen the company grow from zero to 1300 affordable tenancies, assisting over 5000 households with a place to call home, and pioneering partnerships and mixed tenure developments all with the goal of creating additional affordable housing. He will be truly missed.

We would like to sincerely thank David Cant for his 15 years of exceptional service to BHC and the community housing sector, and wish him well for his retirement and future endeavours.

Best regards,
The BHC Team



**NOW
OPEN**

We are pleased to announce the opening of our BHC Spectrum Office. Located in Lutwyche, this office will allow current and future tenants an additional central and convenient location to collect and drop off tenancy documents and information.

OPENING HOURS

Tuesday - Thursday: 9:00am - 4:30pm

Friday: 9:00am - 12:00pm

Saturday - Monday: Closed

ndis What does it mean for you?

The National Disability Insurance Scheme (NDIS) is the new way of providing support for Australians with a disability, their families and carers. It lets people decide what support they need to manage their everyday life. The NDIS will begin rolling out across Brisbane from June 2018.

To be eligible for the NDIS

- You need to be an Australian Citizen or permanent resident
- Be under 65
- Have an impairment or condition (including severe mental illness), that is likely to be permanent and that stops you doing everyday things independently

The NDIS can help with things like

- Support to access the community for social, study, sporting or other interests
- Learning new skills
- Looking after yourself and personal care by having someone to help with the washing, getting dressed, healthy lifestyle activities like exercise and healthy eating
- Assistive technologies and equipment
- Making your own decisions and choices by having someone to assist to manage your money, manage your tenancy or getting access to services you need

"It is about the supports you need because of your disability"

The NDIS does not replace the supports people already receive from mainstream services like doctors and housing. It does not pay for everyday living costs that you would pay for yourself like food, electricity, rent or medication.

The NDIS gives you choice and control over the supports you receive, how and from whom you receive them.

It does not affect your Centrelink or Disability Support Pension payment. It is non-means tested and is free.

QDN is organising a number of activities, events and information sessions to assist people to find out if the NDIS is for them, and how to access it.

Free information session:

Tuesday 26 September - 9:30am

Maida Lilley Community Centre
Level 1, 5 Green Close Fortitude Valley
Morning tea provided. Please RSVP to tenantevents@bhcl.com.au for catering purposes, or call Kaitlyn on 3307 3000

Tuesday 17 October - 10:30am - 1:00pm

Lady Bowen Precinct Event
Milne St Carpark, Spring Hill

For more information, contact the Getting on the Grid Team:

Ph: 3252 8566

Email: onthegrid@qdn.org.au

Web: www.qdn.org.au

5 STEPS

to help you access My Aged Care support

It's never too early or too late to talk about aged care. Talking about getting some extra help doesn't mean you can't live an independent or active life. My Aged Care is an Australian Government website and phone line to help you find out what aged care services may be available to help you.

STEP 1 Find out about what services are available

You may be eligible to receive services such as

Help at home

- Personal care like help getting dressed
- Transport
- Modifications to your home like hand rails or ramps
- Nursing, physiotherapy and other care
- Meals
- Household jobs like cleaning or gardening
- Equipment like walking frames
- Social activities

Short-term help

- When you have had a setback and want to get your independence back
- Recovery from an accident or illness, including after a hospital stay
- When you or your carer needs a break (respite care)

Care in an aged care home

You can visit the website www.myagedcare.gov.au/getting-started to see what may be available to you.

STEP 2 Call My Aged Care on 1800 200 422

- You will be asked questions over the phone to help work out your needs and care arrangements – this takes at least ten minutes
- You will need your Medicare card
- If you would like someone to call My Aged Care for you, you will need to give them your consent
- If you're calling for someone else, they will need to give their consent

STEP 3 Have a face to face assessment

- My Aged Care may arrange for a trained assessor to come to your home
- With your consent they will assess your care needs and eligibility for services and work with you to develop a support plan which addresses your needs, goals and preferences
- Someone else can be with you during this visit

STEP 4 Find out about costs

- My Aged Care and service providers can give you information about costs; you will be told if you need a financial assessment

STEP 5 Choose services

- The service finders on the My Aged Care website can help you locate and compare some services in your area once you know which type of care you are eligible for
- Your assessor and My Aged Care can also help you find a service provider(s) in your local area that meets your needs
- There are different kinds of providers and packages available with varying costs and inclusions



Help at Home Costs

The Australian Government subsidises home care services. If you are eligible, you are expected to contribute to the cost of your care and services, if you can afford to.

Costs are different for care at home provided under the Commonwealth Home Support Programme and the Home Care Packages Program.

Commonwealth Home Support Programme

You do not need a financial assessment to access Commonwealth Home Support services and your age pension will not be affected by your contributions to the costs of services.

You will need to discuss and agree to any fees with your service provider before you start.

For more information, please visit the **My Aged Care** website.

Home Care Packages Program

If you are being assessed for a home care package, follow these steps to work out your costs.

1. Estimate costs

If you are assessed as eligible for a home care package you can use the fee estimator on the **My Aged Care** website to help calculate your costs

2. Arrange for an income assessment

Your income assessment will let you know if you need to pay:

1. A basic daily fee (17.5% of the single person rate of the basic age pension)
2. An income-tested care fee (if your income is over a certain amount)

3. Find out about providers' costs

Find information about different service providers' charges for the care and services under a home care package from the service finder (**My Aged Care** website) or by talking to providers.

Your service provider may ask you to pay:

1. A basic daily fee (which everyone can be asked to pay)
2. An income-tested care fee (worked out by the Department of Human Services)
3. Additional fees for additional care or services not covered by your home care package

You will need to discuss and agree to any fees with your service provider before you receive services.

For more information about **My Aged Care** or anything mentioned here, please visit the **My Aged Care** website www.myagedcare.gov.au or call them on 1800 200 422.



Council Cabs



The Council Cabs service organises shared taxis for residents who find it difficult to get to their local shops. You can use Council Cabs if you are over 60 years old, mobility impaired, or a Pensioner Concession Card or Centrelink Seniors Card holder. Each one-way trip costs between \$1 and \$3. Travel for an authorised companion is free. To book a Council cabs service, phone 3403 2227. Reserve your seat up until 12 noon the day prior to using the service or request that your booking be made permanent.

For more information, visit: www.brisbane.qld.gov.au/traffic-transport/public-transport/special-taxi-services/council-cabs

STAYING HAPPY



Local Health Clinics

One of the ways you can stay happy and healthy is to take advantage of low cost/free health clinics. The Neighbourhood Health Clinic and Connect2Health are two services that provide healthcare for people who are financially and socially disadvantaged. Read on to find out more about these clinics and how you can benefit from them.

THE NEIGHBOURHOOD HEALTH CLINIC

The Neighbourhood Health Clinic is based at the New Farm Neighbourhood Centre. The whole treatment process is bulk-billed with no cost to the patient.

Clinic services include:

Dietitian

Appointments available 1st and 3rd Thursday of the month, 9:15am – 12:30pm.

The dietitian also accepts doctors' referrals for chronic disease management plans for people with health conditions such as diabetes, heart disease, digestive disorders and weight concerns.

Homeopath

Appointments available 1st and 3rd Friday of the month, 9:00am – 12:00pm.

Physiotherapists

Appointments available Wednesdays.

Counselling

Appointments available Mondays and Tuesdays.

General Practitioner (GP)

Starting soon.

Vouchers for free dental work are also available to eligible people.

To book an appointment, call 3358 5600 between 9am-1pm Monday, Tuesday, Thursday or Friday. For physiotherapy appointments, contact Cameron on 0406 246 171 or Stephen on 0403 767821.

Address: 967 Brunswick street, New Farm

www.bhcl.com.au

CONNECT2HEALTH

Connect2Health is run by Footprints in Fortitude Valley every Wednesday from 9:00am-12:00pm.

Healthcare services include:

- Specialist doctor, 10:30am-12:00pm
- Audiologist every three months
- Nurse offering health care advice

Other services include:

- Case management and case worker advice and support, 9:30am-12:00pm
- Laundry facilities
- Homemade morning tea
- Free haircuts every six weeks, 10:30am-12:00pm
- Centrelink services, 9:30-10:30am depending on interest
- Free computer use

To book an appointment or find out more, call 3252 3488.

Address: 24 Light street, Fortitude Valley



Finding your Happy

We asked two BHC tenants about what they do to find their happy, and how finding their happy helps them. Thanks Shai and Rosa for sharing your "happy" with us!

SHAI FROM WINDSOR

I found my happy in **Sky Diving** – it's changed my outlook on life! Sky Diving is something that I have been doing for 7 or 8 months now and originally it's something I did to get healthy and to help me avoid unhealthy temptations. Now I'm qualified to do solo jumps and it's the new thrill in my life. Sky Diving has helped me have better priorities; now I'm eating healthy, going to the gym 5-days a week and loving it. There's really a sense of achievement that I get now, *I did this!* When you go Sky Diving you have to let go and trust in yourself, I think that's amazing. When you land there is this bliss, it's really just mind blowing knowing *you did this*. In Sky Diving I found my joy; it's helped me change my outlook on life. I have a bit of a mantra, something I say to myself and really believe in:

"you have to find your joy, to come out of the dark times"

ROSA FROM WEST END

I found my happy in **Study** – and it's something I never thought I'd be able to do! I started the Clemente Program* in early 2016 and I found it absolutely fantastic. Once I completed the 'study skills' course I wanted to put my name forward for an archaeology course, something I am really interested in. Now I'm going on a trip to the outback and looking at some archaeology and geology sites! With Clemente there are lots of ways forward. Clemente was a more gentle and affordable for me, and I could start studying slowly. Once I started I realised *I can do this!* Studying has helped me to be more efficient and I realise I have more potential than I thought I did. Once I started I knew that I loved learning and I wanted to keep going. Studying has helped me with my sobriety; I wasn't using my mind before, but now I'm learning so much, I don't want to go back. I never thought I would be able to do this, I never thought I'd be in the right headspace and be well enough, but the day I heard about Clemente and decided to do it, I found my happy.

How do you find your happy?

*If you would like to know more about the Clemente program you can go to bhcl.com.au/tenants/current-tenants/volunteering-employment/ Alternatively you can email Brooke from the Clemente Program directly at clemente.brisbane@svdpqld.org.au or call her on (07) 3010 1000.

Are you suffering from **BILL SHOCK?**

SPRING EDITION

Below are extracts from the QDN Bright Sparks program about Reading Your Electricity Bill and Accessing Extra Assistance. If you would like further information about any of the information below, please contact QDN at www.qdn.org.au or on 1300 363 783.

Reading Your Electricity Bill; what does it all mean?

1. A **SERVICE FEE** is the cost of getting power to your home (e.g. the cost of wire, poles and administrative costs). The Service Fee is charged every day, regardless of the amount of electricity you use and is usually shown on the bill as cents per day (c/day).
AKA: service charge / fixed charge / daily supply charge / service to property charge
Another fixed cost is a **Metering Fee**, which is the cost of providing and maintaining a meter. Some retailers include this in the service fee, others show this as a separate cost.
2. Your **USAGE CHARGES** depend on (a) how much power you use (b) the rate of tariff you pay for the power used. Different usage charges are called Tariffs and will be shown on your bill in cents per kilowatt hour (c/kWh). There are 3 main tariffs in South East Queensland;
Tariff 11; also called peak / standard / flat rate / anytime tariffs
Tariff 33; also called off-peak / economy / controlled load or shoulder
Tariff 31; also called off-peak / economy / controlled load
For more information about Tariffs, go to <https://www.dews.qld.gov.au/electricity/prices/tariffs>
3. Each offer will have different **ADMINISTRATIVE FEES** and charges (e.g. late payment fees, direct debit dishonour fee, paper bill fee and cancellation fee). If you are being charged fees check with your provider, you may be able to avoid some of them by changing how and when you pay your bill. Each offer may have certain **DISCOUNTS** (e.g. pay on time discounts or a special one off discount).
4. Depending on circumstances, some people are eligible to apply for certain government support to help cover the cost of energy. Check with your provider if there are any **REBATES** available to you or if they can offer you any additional support.

Some Extra Assistance options include:

- **Bill Spreading** (e.g. Centrepay or fortnightly / monthly direct debits)
Speak to your retailer about organising.
- **Support From the Retailer** (e.g. payment plans, financial counselling, hardship options)
Talk to your retailer – they have people whose job it is to support you to make the right decisions to get back on top of your bills, and they are used to helping people in this situation.
- **Government Rebates and Concessions** (e.g. pensioner / seniors / health care card holder discounts)
There are many government rebates available to help people on low incomes in certain circumstances. Speak to your retailer or Centrelink to find out what options may be available to you.



Complaints

If you feel like your energy retailer or wholesaler hasn't supported you properly or provided the assistance you need, the Energy and Water Ombudsman Queensland (EWOQ; run by the government) helps people to resolve complaints. You can contact EWOQ on 1800 662 or visit <http://www.ewoq.com.au/>

September 2017

Hello from the RTA

A big hello to all the readers of The BHC Bugle from the Residential Tenancies Authority (RTA).

Most of you will probably have had dealings with the RTA if you've ever paid a rental bond, but there's a lot more to this organisation than that. As well as bond management we provide free tenancy information and support, dispute resolution, investigation, policy and education services.

The RTA is a statutory authority created to make a real difference in Queensland's residential rental sector. We assist everyone who lives in, owns, or manages a rental property in Queensland as well as the people who support them. When you consider that more than 30% of all Queenslanders rent, the size of the business comes into focus.

At the moment we're holding 581,687 bonds worth over \$800 million.

To provide the best possible service we are committed to being fair, impartial and helpful in our dealings with you while providing timely and accurate information. So that disputes don't spiral out of control and end up in court, we aim to support you to resolve your tenancy issues yourself.

When you call or see us you can be assured that we value your privacy and protect your personal information. We welcome your feedback so we can improve our service, and are committed to talking with clients and representatives from the sector about our service. Our undertaking to you is that we value how we interact with you and believe we have staff who are helpful, courteous and knowledgeable.

"We assist everyone who lives in, owns, or manages a rental property in Queensland as well as the people who support them"

In fact, a recent survey of callers to the RTA showed that 95% were very satisfied with the experience. In this online age it's satisfying to offer our clients a real person to talk to, where questions can be asked and issues resolved. We have access to translation and interpreting services so we can help all our clients resolve their rental issues including clients who have a hearing impairment. You can also see our messages in video format by visiting the RTA's website at www.rta.qld.gov.au.

As you're probably aware, rental bonds are held by the RTA on your behalf, and returned at the end of your tenancy providing the premises is left in the same condition you found it, minus fair wear and tear. There are often differences of opinion about the return of bond money which we encourage be directly resolved by those involved in the first instance, if not, the RTA's dispute resolution service can help. If the issue is still not resolved, it may end up at the Queensland Civil and Administrative Tribunal (QCAT). There is a course of action for many types of dispute, and the RTA aims to make it as straightforward as possible.

But, as we said at the beginning, there's a lot more to the RTA than bonds. We can answer questions about water charges, types of share households, rent increases, inspection appointments, entry disputes, maintenance and emergency repairs, breaking a lease and much more. We've even received calls about possums (and bats) in the ceiling.

The RTA is here to help, so if you have any questions we can help you with or would like to find out more information about anything mentioned here, please let us know.

For more information visit www.rta.qld.gov.au or call the RTA direct on **1300 366 311**.

The RTA is a Queensland Government statutory authority that administers the Residential Tenancies and Rooming Accommodation Act 2008.



What's On?

SPRING EDITION

September 2017

BHC Noticeboard

Free Tax Return Assistance

Lodging your tax return doesn't have to be a hard task. If your tax affairs are fairly straight forward (no shares, property, company etc.), Community may be able to assist with completing your return. Appointments are available on Wednesdays until the end of October, and can be booked by calling Community on 3510 2700. The Australian Taxation Office (ATO) also offers free help for your taxes. Phone 13 10 30 to find out more or book an appointment.

Support Service 'Resolve'

RFQ provides support for individuals with mental illnesses, and their Resolve Program currently has vacancies. The primary focus of the Resolve Program is on addressing any issues that affect a client's ability to maintain their housing. Support includes identifying a client's goals; developing their social connections; improving health and wellbeing; assisting with budgeting; and linking into long term services if necessary. If you are interested in signing up for the Resolve Program, contact your Housing Manager or email bugle@bhcl.com.au and we will be happy to assist with a referral.

Income Review

By early November, tenants can expect to receive documents from BHC regarding the compulsory Annual Income and Asset Review. Completing the Review is a requirement of renting with BHC. Please complete and return the review promptly. Note - Alternate income/asset review processes occur for Opal, NRAS and Caggara tenants.

Survey

At the same time, we will be forwarding surveys to half of our tenancies in order to gain feedback about the service provided by BHC. We value the information that is collected and hope that you will participate. There will be prize draws for early responders. Even if you are not forwarded a survey, you are welcome to participate in the survey and prize draw; just email or phone us and we will send you a copy.

Happy 90th Birthday George!

This November, another BHC tenant, George, turns 90! On behalf of the entire BHC team, we would like to wish George a very happy birthday and congratulate him on this terrific milestone. Best wishes for the future, George!



Upcoming Kerbside Collections

11 Sept - Mitchelton
2 Oct - Newmarket
16 Oct - Bowen Hills
16 Oct - Kelvin Grove
23 Oct - Paddington



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

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 or write us a review on our Google page.



Suicide Prevention Day: Sunday 10 September 2017

On this day, numerous events, conferences, campaigns and local activities call to public attention one of the world's largest causes of premature and unnecessary death – suicide.

To find out what's happening in your area, visit: wspd.org.au/events

Greenheart Festival: 10 - 11 September 2017

Carindale Recreation Reserve

The Greenheart Fair will feature an exciting line-up of sustainability workshops, green living ideas, eco-gardening, delicious food, and entertainment to promote innovative and easy sustainable living around the home and beyond.

Sunsuper Riverfire: Saturday 30 September, 7:00pm

South Brisbane

Sunsuper Riverfire is Queensland's ultimate fireworks display, wrapping up Brisbane Festival with a bang. Spectators will also be wowed by aerobatics from the Australian Defence Force with RAAF Super Hornet and Army helicopter displays.

Walktober: 1 - 31 October 2017

October is Australia's walking month! With the winter months behind us, it is a great time to get outside, join up with family and friends, and go for a walk.

To participate, visit: walktober.org.au

Brisbane Open House: Saturday 7 - Sunday 8 October 2017

Brisbane Open House will continue its tradition of embracing "all that is built in Brisbane", opening the doors of iconic public and private buildings for the architectural enthusiast, heritage passionate or the simply curious visitor.

Find out what buildings are open to the public: brisbaneopenhouse.com.au

World Mental Health Day: Tuesday 10 October 2017

World Mental Health Day (WMHD) aims to raise public awareness of mental health issues and increase understanding of the strain they can place on the individual, their families, friends and communities.

To find out more WMHD, visit: 1010.org.au

National Novel Writing Month: 1 - 30 November 2017

National Novel Writing Month (NaNoWriMo) is a fun approach to creative writing. On November 1, participants begin working towards writing a 50,000 word novel by 11:59pm on 30 November. Perfect for anyone who has ever thought about writing a novel.

To find out more NaNoWriMo, visit: nanowrimo.org/about

Raise Awareness

WORLD SUICIDE PREVENTION DAY

Go Green

Fun Night Out

Get Active

Explore Brisbane

Mind your Health

Mental health BEGINS WITH Me

Get Creative



National Novel Writing Month

*All events are free to attend or participant in

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.

Picture this . . .

by Pauline Fountain

Rewind ten years, to a person perceived as determined and driven
Stop!
Take a moment to scratch the surface
A purpose? No. Overworked
She lived a life despised
Trapped
A home? No a house; a façade presented to the World. A role expected

Stop!
Take a moment; no need to scratch the surface
She could no longer hide a life crumbling
Detached and broken
Not surprising that the weight of grief plunged her into a downward spiral
Black disabling mental illness
Misdiagnosed as Depression, but the flipside of the Manic rush came at a devastating cost
She lost everything

Fast forward 21 April 2017
A lease signed
She thought she glimpsed freedom

Picture this
Stop!
Take a moment to savour a woman, no longer detached or broken but reconnected with life
A heart and soul; no longer homeless

Not dissociated from reality
A need to scratch the surface?
No
It is clear for all to see that she is content

Reconnected with her son
He knew she had made the right decision to leave
He said, "This place is perfect for you. I could see you were drowning. Your head barely able to stay afloat. I didn't want you to sink to the depths forever, never to return to me."

Now she is a member of a community and enjoys the friendship given freely, without conditions
A meet up in the park every morning at 7.30am
A gentle knock on the window, with a call to coffee ... "Paully!"
They have embraced my son, and he them
Our new family

For the final time
Stop!
It's time to linger and savour
A woman, looking forward to life with anticipation and optimism
She sits beyond the calm cream walls, beyond the curtains
A glow of hope in her one bedroom, courtyard unit

Happy, well, balanced and pursuing her lifelong passion
Finally at peace
She is writing ...



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For more information contact:
Brisbane Housing Company Limited.

BHC Creating Liveable Communities
GPO Box 544
Brisbane QLD 4001