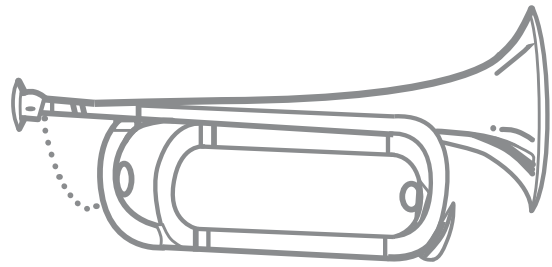


bugle



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HOLIDAY EDITION
DECEMBER 2017

WISHING YOU A SAFE
HOLIDAY SEASON AND A
HAPPY NEW YEAR



BHC UPDATE

New Developments Planned

Part of BHC's mission is to continue to create additional affordable living. BHC is excited to announce three planned developments over the coming year. We are working with the Department of Housing & Public Works on a senior's complex for Department tenants wishing to downsize. We have another planned development working with Department of Communities, Child Safety and Disability Services and the Department of Housing & Public Works to deliver apartments specifically for adult children with disabilities currently living with elderly carer parents. We are also working towards the development of our first affordable retirement living development. Stay tuned for more information as these exciting developments progress.

Dear readers of the Bugle,

It is with great excitement that I have joined the team at BHC Creating Liveable Communities. Whilst I am still learning about the organisation, I am excited by the vision and the potential of BHC. It gives me a great sense of pride to work within an organisation that is both strategic about developing quality assets, but equally committed to ensuring people have a safe place to call home. It is personally important to me that all people can live with dignity, and having an appropriate home is fundamental to dignity.

Since I commenced in late August, I have visited more than half of our buildings and, most importantly, had the opportunity to meet people living within each of those properties. I have been touched by the personal stories tenants have shared with me – sometimes opening up over the difficulties they have faced in their lives and usually combined with optimism for the future.

It has been encouraging to witness first-hand the community that exists within our complexes. Whether it is being able to count on the support of neighbours, putting ourselves in the position to assist others, seeing a friendly face or simply knowing who lives next door – we all can benefit from a supportive community. I am hopeful that together with our tenants, BHC staff and the contributions of our community and support partners, we can continue to foster a strong sense of community in our complexes.

I would also like to thank the tenants of Caggara House, who recently participated in Brisbane Open House; an excellent opportunity to showcase the importance of affordable housing options and good design. Congratulations must also go to Gerard and the Green Square Community Art Group who recently celebrated their one year anniversary with the 'Amazing Art Show'. It is fantastic to see so many of our tenants coming together and creating strong communities.

I have been made feel very welcome since joining the BHC family. All the staff have been keen to share with me the great work that the organisation undertakes, and I have seen first hand the commitment and passion they have to making a difference. I am proud to be part of such a caring organisation. Although the holiday season can bring times of great celebration to some, for others it is a trying time. It's a time to be mindful and inside The Bugle we have shared some ideas which may help people manage in what can be a difficult time. I wish you well over the coming holiday season; however you may choose to spend it.

With best regards,

Stuart Lummis



OFFICE CLOSURE OVER THE CHRISTMAS PERIOD

The BHC office will be closed from 12pm Friday 22nd December 2017 and will reopen at 8.30am on Tuesday 2nd January 2018.

If you have a query or concern which is not an emergency, please contact BHC when the office reopens on Tuesday 2nd January 2018. If there is a crime, noise complaint, anti-social behaviour, or you feel that your personal safety is at risk, please contact the police immediately.



We hope all of our tenants have a safe and happy holiday season. For information about community events and meals on over the Christmas period, see page 5.

EMERGENCIES AND MAINTENANCE DURING CHRISTMAS & NEW YEAR

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

What counts as a maintenance emergency?

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

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UPDATE ON SURVEYS AND INCOME REVIEW

By now all tenants will have received the latest Income Review forms, and half of our tenants will have received the Tenant Survey. As many of you would already know, we now only survey half our tenants each year, giving everyone a year off between surveys.

If you received a Tenant Survey this year you can go in the draw for 4 fantastic prizes if you complete and return your survey before Wednesday December 13th 2017. Eligible tenants will go in the draw and winners will be drawn at random.

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

RUNNER UP PRIZES
1 of 3 x \$100 vouchers

Although only half of our tenants have received the survey this year, ALL tenants have received an Income Review. Please remember that it is compulsory for all tenants to supply this information annually as a requirement set by the Department of Housing. Please provide all required information to your Housing Manager by **December 13th 2017**.

Please note; unlike previous years, BHC will not be downloading any income statements from Centrelink on tenants' behalf this year. If you have done this in the past, this year you will need to contact Centrelink for an Income Statement and return it with your Income Review forms by December 13th 2017. Thank you for your assistance in this process.

Christmas not so cheery for some

While many are celebrating, socialising and enjoying festivities leading into the Christmas and New Year season, at BHC, we acknowledge that not everyone is feeling cheery.

We recognise this time of year can bring back difficult memories of the past, feelings of lost opportunities, loneliness, anxiety or a raft of other feelings.

Getting through the season

Whether or not you are wanting to participate in festivities, here are some tips and strategies; maybe one or two of these might strike a chord for you.

Set realistic expectations and plan how to manage feelings of anxiety or depression if they arise

Find something that will make you feel good or create a new ritual; dance to music; watch a comedy; write creatively; read a book; take a relaxing walk

Be kind to yourself and allow yourself to take 'time out' if stress levels are increasing

Do you have friends or neighbours who might like to join you for a Christmas activity?

Spend the day the way you wish to spend it; this might be avoiding loneliness by opting into community activities; but it may also be relishing being on your own

If you have urges of self harm, reach out to someone you trust or call for support (Lifeline 13 11 14, Beyond Blue 1300 224 636, Suicide Call Back Service 1300 659 467)

Stay healthy and avoid destructive behaviours – eat well, get enough sleep, drink plenty of water and remember too much alcohol can contribute to stress, anxiety and depression

If you are wanting to go all out with Christmas, remember, it can be a busy time of year; plan ahead to reduce your stress

Try not fall into a financial trap; manage budgets

What's on this Festive Season?



The Enchanted Garden: 8 - 17 December 2017
The Spectacle Garden, Roma Street Parklands, Brisbane

As the sun goes down and the evening settles in, Roma Street Parkland's Enchanted Garden springs to life. The Garden will be adorned with twinkling lights, beguiling decorations and mellow music.



City Hall Lights: 8 - 24 December 2017
Brisbane City Hall

This year, Brisbane's City Hall will light up with an all-new magical light projection show. A must-do for everyone's Christmas calendar, the City Hall Lights will run every 15 minutes from 7:30pm until midnight.



Christmas Movies in the Park: 8 - 17 December, 6:30 - 9:30pm
Roma Street Parkland Amphitheatre, Brisbane

Pack a rug and a picnic and catch all of your favourite Christmas classics as you lay back in the warm summer air at Christmas Movies in the Park.



Christmas Parade: 15 - 24 December 2017, 7:00pm
Queen Street Mall, Brisbane City

Brimming with music and merriment, the parade comes complete with a nativity scene, Santa and dozens of performers to entertain and delight all ages. Starting at the Edward Street end of the Queen Street Mall, it weaves its way through our vibrant city, ending at King George Square.



Christmas Fireworks: 20 - 23 December 2017, 7:40pm
Clem Jones Promenade, South Bank Parklands, South Bank

Watch the summer sky ignite in a flurry of colour and sparkle at South Bank's Christmas Firework Spectacular.

Community Christmas Meals

3rd Space (previously 139 Club) - 505 Brunswick Street, Fortitude Valley - Ph: 3254 1144
Sunday Lunch - 24 December, 11am - 1pm

Brisbane Street Level Mission - 97 School Street, Spring Hill - Ph: 3075 4120
Boxing Day BBQ Lunch - location to be decided, please contact Street Level for more information.

Wesley Mission Queensland - Brisbane Relief Hub, 316 St Pauls Terrace, Fortitude Valley - Ph: 3216 1579

Sunday 24 December, 1pm: 2 course lunch
Monday 25 December, 12pm: Christmas Day luncheon at St Pauls Terrace: please book for catering
Monday 25 December, 12pm: Christmas Day lunch at Wesley House (140 Ann St, Brisbane CBD)
Tuesday 26 December, 1pm: 2 course lunch
Wednesday 27 December, 7pm: 3 course dinner
Sunday 31 December, 1pm: 2 course lunch
Monday 1 Jan 2018, 1pm: 2 course lunch
Wednesday 3 January 2018, 7pm: 3 course dinner
Sunday 7 January 2018, 1pm: 2 course lunch

All events on this page are free to attend

Are things piling up on you?

Do you have a tendency to hold onto a large number of items that aren't useful or valuable? Do you find yourself making excuses to avoid visitors or facing eviction because of clutter? If so, here are some ways to combat hoarding.

Hoarding is detrimental for a number of reasons. Hoarders risk house fires, pest infestations, hygiene issues, access issues for emergency services, breakdown in relationships and eviction risks.

Here are some steps to help you overcome hoarding and have your place looking spic and span:

1. Tell people about your problem and ask for help. This could be difficult if you feel ashamed, or afraid that you will be forced to give up treasured possessions.
2. Start small. Getting started is the hardest part, so tackle a small area in your home like a box, a cupboard, or your wardrobe. Small, achievable goals will help give you momentum. Work on that area consistently – at least once every day for a minimum of 15 minutes. Gradually increase the time you spend on it until you are finished. Then move on to the next area.
3. Make a decision about whether or not to keep an item within 10-20 seconds. Looking at, touching and thinking about an item is likely to increase your attachment to it, and result in keeping possessions that you could otherwise have let go of.

4. Recognise what you have achieved – take “before and after” photographs which will give you a real sense of pride as you progress.
5. Remember that the bad feelings you experience when letting items go only last for a short while.

Seeking professional help

If decluttering your life causes anxiety, grief, pain or loss of self-worth, professional help should be sought. A good starting point is your general practitioner who can arrange referrals to professionals such as a psychologist experienced in treatment for the condition. Medicare card holders can receive ten subsidised individual psychology sessions per calendar year, as well as 10 group sessions. Some other points of contact for hoarding help are found below:

Centacare Specialist Cleaning Service

Ph. 1300 734 593 or

email cscsadmin@bne.centacare.net.au

Red Cross

Ph. 1800 811 700

Footprints

Ph: 3252 3488 for more information about the Assistance with Care and Housing (ACH) program for over 65's and the Buried in Treasures 15-Week-Workshops (next program begins early 2018).

Ready to upskill?

Check out these Skilling Queenslanders for Work courses which you may be able to access for free!

Program: Certificate II in Community Pharmacy (SIR20116)

Begins March 2018, register your interest now.

The Pharmacy Guild of Australia is proud to facilitate SIR20116 Certificate II in Community Pharmacy training under the Community Work Skills component of the program in Brisbane. For more information contact The Pharmacy Guild of Australia on 07 3831 3788 or email admin.training@qldguild.org.au or visit guild.org.au/courses

Program: Certificate II in Hospitality Course

Next course starting January 2018 – register your interest now!

Busy at Work is offering a 10 week course of theoretical and practical training. Gain a recognised Hospitality qualification for the New Year! For more information contact Valerie on 0400 901 772

Program: Certificate III in Allied Health Assistance (HLT33015)

Commencing early 2018, register your interest now!

Looking for a rewarding career helping people to live healthy active lives? For more information contact BreakThru on 1800 767 212 or visit breakthru.org.au

Leap into Learning

The Clemente program in south Brisbane is excited to kick off the new year offering the subject “Introduction to sociology” in semester 1 commencing the week of 19 February.

Due to increased demand over the last year, new enrolments to the program are limited. If you are interested in Clemente, please complete an expression of interest form and send to education@svdpqld.org.au by 31 January 2018. Your application will be assessed and you will be invited for an interview.

The program is open to anyone over the age of 18 who has encountered trauma or setback in their lives. For more information and to get an EOI visit www.vinnies.org.au/findhelp/view/208 or contact Brooke at Vinnies on 3010 1083.

To see flyers and find out more information about these opportunities you can visit the BHC volunteering and employment page or contact each organisation directly for more information - bhcl.com.au/tenants/current-tenants/volunteering-employment/

Get Storm Ready

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

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

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

Upcoming Kerbside Collection

Fortitude Valley: 22 January 2018
 Kangaroo Point: 5 February 2018
 New Farm: 22 January 2018
 Newstead: 22 January 2018
 Spring Hill: 22 January 2018
 West End: 29 January 2018
 Yeerongpilly: 5 February 2018
 Yeronga: 5 February 2018

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

craft corner

Native Christmas Wreath

Get Crafty!

Send us a photo of your wreath



What you'll need

Native leaves

Florist tape

Metal ring (alternatively you can bend a metal coat hanger into a circle)

Baubles/ribbon/gum nuts (something to decorate the wreath with)



Step 1

Wrap leaves around ring, use florist tape to secure to ring.

Continue wrapping leaves around the ring until full, covering all the metal.



Step 2

Decorate wreath.

Attach baubles/ribbon/gum nuts to wreath.

Tip: be as creative as you want, your wreath can have as many or as little leaves or decorations as you want on it.

