

the bhc bugle

SPRING EDITION, SEPTEMBER 2016

FINANCE FOCUS

TENANT SURVEY RESULTS

ENHANCE YOUR SKILLS
AND EDUCATION

TIPS FOR FINANCIAL
STABILITY

COST EFFICIENT EATING
FOR THIS SEASON

WHAT'S HAPPENING
IN BRISBANE?

IT'S ALL
ABOUT YOU!

BHC UPDATE

Building on its success in the UDIA (QLD) Awards earlier this year, Caggara House has again been recognised for its outstanding design qualities. Recently, Caggara House was named as the winner of the South East Queensland region Residential Architecture (Multiple Houses) Award by the Australian Institute of Architects. As a regional winner, Caggara House was then entered into the Queensland State Architectural Awards, and was successful in the same category! During the State Awards, Caggara was also awarded a Commendation for Sustainable Architecture. BHC are delighted with Caggara House's success and were pleased to share these Awards with our tenants and Arkhefield, the project architects, at a recent afternoon tea at Caggara House.

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Dear Readers of the Bugle,

Anticipation is building at BHC as we prepare for the completion of Spectrum, also known as "Barb's Place", at Lutwyche over the coming month. The sixty unit complex has been dedicated to the memory of the late wife of our esteemed retiring Independent Chair, Professor John McAuliffe. The project features four units of Specialist Disability Accommodation developed for Multiple Sclerosis Queensland. We look forward to extending a warm welcome to the tenants of these new BHC homes in the weeks ahead.

Our new Independent Chair is Eloise Atkinson, an architect who has served on the BHC Board for nine years. As a former Chair of the BHC Tenancy Management Committee, Eloise brings a wealth of experience in both development and management of housing.

Over recent months, BHC has provided detailed feedback to the Department of Housing's consultation process to formulate a new housing strategy for

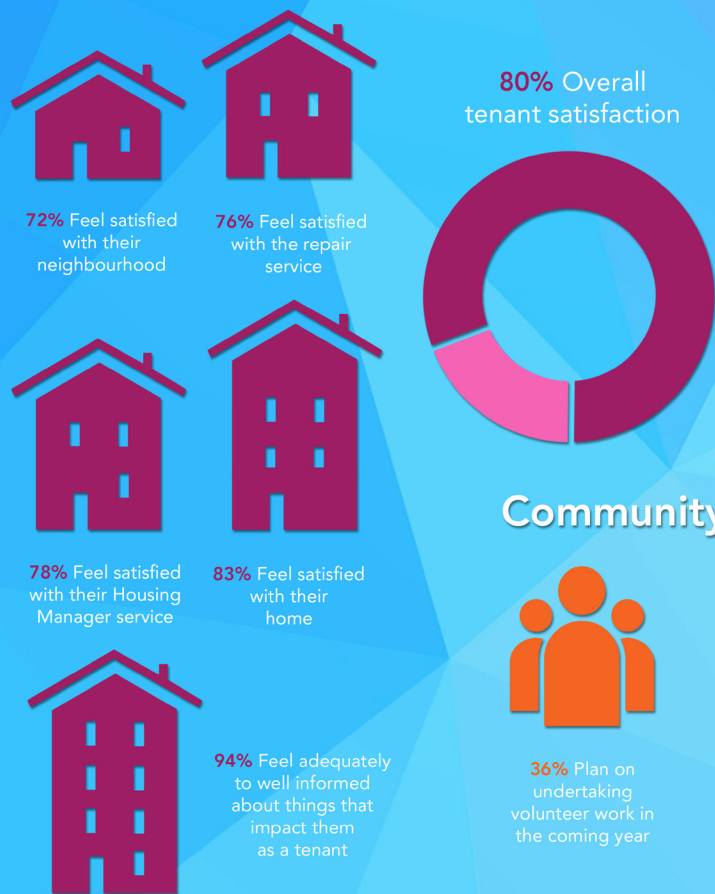
Queensland. At a time when the challenge of delivering secure, affordable rental accommodation is great, we are hopeful that this process will provide a strong road map for continued growth of affordable housing in Queensland. BHC will continue to engage actively across the relevant sectors, including the Queensland State Government, to encourage investment and innovation in this important arena.

Finally, I would like to offer my thanks and acknowledgement for the recent support we have had from many tenants when showcasing our buildings to visitors and stakeholders. I am always impressed by the willingness of tenants to share their stories, and their homes to support the work of BHC – it is a vital and greatly appreciated contribution to sharing our message to the broader community.

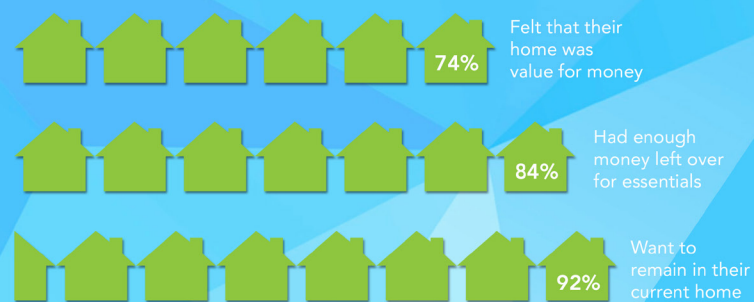
Best Regards,
David Cant
CEO



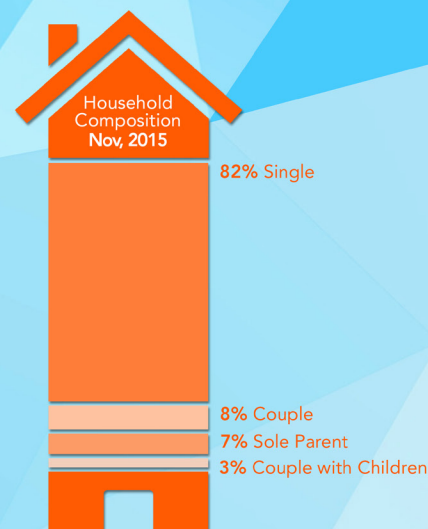
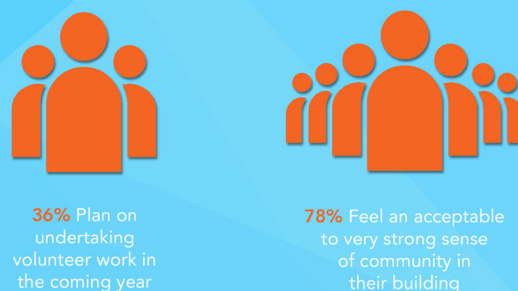
Overall Tenant Satisfaction



Housing Affordability



Community Engagement



SNAPSHOT OF THE RESULTS!

BHC Tenant Satisfaction Survey

Thanks to all of our tenants who completed the 2015 Tenant Satisfaction Survey.

We really appreciate your involvement. By taking time to complete the survey, you influence our planning and help us to understand what we can do to improve the service we provide to tenants.

We particularly appreciate the comments you write in the survey. A great number of tenants provide us positive comments, but we also value the suggestions, negative points and criticisms. We take this information seriously and endeavour to learn from and act on the information you give us.

This year, the survey was sent out to 1063 tenants and we had an incredible 80% respond. This is a great result as we continue to see a consistently high level of participation.

Now that we are quickly approaching the end of the year, keep an eye out for the 2016 Tenant Satisfaction Survey. Once the survey is distributed, remember to get your results in as quickly as possible – we will be holding another prize draw for the tenants who return their survey before the due date!

Here's what you had to say

"My doctor says **my health has improved** since moving to my Richlands home."

"I hope more properties from BHC are created so others may **experience a happier environment** to live in."

"This is the longest that I have lived in one residence for 25 years. **Sociable people, good neighbours.**"

"Great management, great maintenance, very clean and a **great place to live!**"

"I'm interested in using communal area to **entertain people.**"

Your Community Centre **BURNIE BRAE**

The Burnie Brae Centre is a Chermide based community service offering a wide range of social, educational and recreational activities for over 50's.

The Centre operates on the basis of a membership with two options of \$5.00 or \$20.00 per year plus a \$5.00 Joining Fee. Facilities are also available to community members.

The Centre provides several government funded community services for seniors, frail aged persons and younger people with disabilities.

Services

The Centre offers a range of services and facilities for use by its members and the community, including the following:

Library

Members are free to use an extensive library with a range of books to suit all tastes.

Hairdressing Salon

The Centre has a hairdressing salon which is open for appointments every week day. Appointments: 3624 2150

Healthy Connections Exercise Clinic

Offering great opportunities for supervised and affordable clinical exercise programs and rehabilitation. Enquiries: 3624 2185

Hearing Tests

Regular hearing tests can be organised through the Hear Better Hearing Clinic. To book an appointment call 3624 2100

Community Garden

Located at the top end of the carpark in Kuran Street, the Garden is productive and beautiful, offering unique opportunities for community interaction in a therapeutic setting.

Podiatrist

A Podiatrist visits every week. Consultation is at a very reasonable cost and by appointment only. Take care of your feet! Enquiries: 3624 2151

Computer Tuition

The Centre has a Government funded Broadband for Seniors' Kiosk which provides free computer literacy classes for over 50's. Classes must be booked in advance. Appointments: 3624 2100

Coffee Shop

Café Connect is an on-site community coffee shop open between 8.30am and 2.30pm each week day. The café offers great coffee and a range of sweet treats and lunch options. It also caters for special events and functions. Enquiries: 3624 2199

Therapeutic Massage Clinic

Situated within Healthy Connections Clinic and conducted by qualified Remedial Massage Therapists. Tuesday – Friday by appointment. Health Fund rebates may apply. Appointments: 3624 2185

For More Information

Burnie Brae Centre
60 Kuran St, Chermide QLD 4032
07 3624 2100
enquiries@burniebrae.org.au

Office Hours are 8.00am – 4.30pm
Monday to Friday each week.

The Centre is also open at other times for activities and functions.



SPOTLIGHT

TRAINING & EDUCATION OPPORTUNITIES

Here at BHC we know our tenants have endless potential and one of our goals is to connect tenants with positive opportunities. Clemente is one such opportunity, run by St Vincent de Paul Society's Education Services. This team currently offer a variety of programs designed to help those who are marginalised, disadvantaged and/or isolated to have the opportunity to re-engage in society and gain an education.

Clemente

Clemente is a university program delivered at NO COST to the student. It is open to anyone over the age of 18 who has encountered trauma or setback in their lives. Participants engage in a two year Humanities course (four subjects over four semesters) where on completion they will obtain a Certificate in Liberal Arts from Australian Catholic University, which can be used towards further study.

The Clemente program currently operates in Brisbane at Hope Street. Semester 2 has just started, but enrolments for Semester 1 next year will open in January 2017 - watch this space!

Clemente's Learn about Learning: Tertiary Skills Workshops

Explore and discover what it means to study at University through this short non accredited course. This is an 8 week workshop course designed to give you a taste of university. You will explore topics including learning styles, use of technology, assignment writing, research skills, group work and presentations.

Workshops will be held every Wednesday from 7 September through to 26 October, 10am to 12pm at St Vincent de Paul Society office at 10 Merivale Street South Brisbane.

To register attendance or for more information, contact Lucy Nash at Centacare:
E: lucy.nash@bne.centacare.net.au P: 33628700

SEMESTER 1	27 February 2017	25 June 2017
Semester Break	17 April 2017	23 April 2017
Examinations Period	5 June 2017	25 June 2017
Semester Break	26 June 2017	30 July 2017

Skilling Queenslanders for Work: St Vincent De Paul & Communify

Communify and St Vincent de Paul are both currently offering free courses as part of the Skilling Queenslanders for Work Program, to help people to get the skills they need to get paid work.

Course	Provider	Extra Information	Course Details
Certificate III in Retail	St Vincent de Paul Society	Offered at Meadowbrook Site in Logan during October	This program will equip you with retail industry skills, job skills, job search assistance and a work placement to give you the best opportunity to get a job
For information on any of the education programs through St Vincent de Paul Society, please contact Brooke Laidlaw at educat@svdpqld.org.au or phone 30101083			
Certificate III in Hospitality	Communify		This qualification provides participants with a suite of skills they need to work in hospitality up to a supervisory role
Cert III in Individual Support - Ageing	Communify	This course supersedes Certificate III in Aged Care	If you are a caring person and want to make a difference by helping older people, this course could be for you! You will learn how to provide support to people who may require care due to ageing, disability or some other reason
To find out more about these courses and to discuss whether this is the right training for you, contact Peter Wilkin on 3128 0102 or 0447 758 874 or email peterw@communify.org.au			

THINKING BUDGETS & all things financial

The MoneySmart website (part of the federal Government and the Australian Securities & Investments Commission) has some amazing information. It has details on finding a financial counsellor, advice on credit and debt services, managing on a low income, a handy budget planner and more. It also has particular links for low income households, under 25s, over 55s, families, women and indigenous communities. You can find the link on the BHC website, or go directly to <https://www.moneysmart.gov.au>

Can't go online?

Here's some other ways to get similar information. Contact your local Community Centre or Neighbourhood Centre – they will have some of their own resources or can link you into other organisations. You may be able to use the local council library to access the internet. You could phone the Financial Counselling hotline on 1800 007 007. Your Housing Manager could also refer you to a suitable service in your area.

Emotional support for those experiencing financial stress is also available through Lifeline's 24 hour crisis support service on 13 11 14.

NILS – No Interest Loan Scheme

If you need to purchase white goods, essential household items, medical equipment, or items that increase the wellbeing of individuals and families, think first about the No Interest Loans Scheme. NILS loans are safe, fair and affordable loans for people on low incomes.

Two of BHC's Community Shareholders – Foresters Community Finance and Communify are approved providers of the No Interest Loans Scheme. Foresters are also able to talk to you about Personal Loans for low income households and discounted prices for energy efficient products through the Good Guys. See good2gonow.com.au or phone 1300 22 55 64.

Why Do I Need Insurance?

Add up the value of your personal possessions - fridge, furniture, tv, clothes and personal items. You could be surprised at the value of your possessions when you add them all together. Unless you have insurance cover, all of the things you own are not covered for situations such as fire or theft. Car insurance can give you peace of mind to cover theft, accidental damage, or damage to someone else's car caused by your vehicle.

Insurance for Low Income Households

One of our Community Shareholders, Foresters Community Finance, has been working with Good Shepherd Microfinance and Suncorp to create an insurance product for your contents and car.

The insurance has been designed specifically for low income households. Information from the "Essentials from AAI" brochure highlights benefits including:

- Affordable premiums
- Payments deducted directly from Centrelink benefits
- Fortnightly payments
- No fees for cancellation or instalment payments
- Acceptance of pre-existing damage for car insurance

You can obtain more information by contacting Foresters Community Finance on 3851 8080 or emailing individuals@foresters.org.au

A copy of the brochure has been loaded onto the BHC Website, or you could go directly to essentialsbyaai.com.au.

****This insurance is issued by AAI Limited. Please refer to the relevant Product Disclosure Statement (PDS) and consider whether this product is appropriate for you before deciding to purchase.**



Communify
F 3510 2700
E admin@communify.org.au
communify.org.au



Foresters Community Finance
F 3851 8080
E individuals@foresters.org.au
Foresters.org.au

How Deaf Services Can Help With Your Smoke Alarm

We all know that smoke alarms save lives, but what should you do if you are hearing impaired?

The Smoke Alarm Scheme is a Government funded subsidy providing specialised smoke alarms to Deaf and hard of hearing community members living in Queensland.

The specialised Smoke Alarm alerts the resident to a fire hazard through sight (flashing light) and feel (vibrating pad), giving them the time to evacuate the home safely.

To be eligible for the subsidy you must be:

- Deaf or hard of hearing
- Living in Queensland

The Smoke Alarm normally sells for \$400, however with the Queensland Government subsidy it is available to eligible community members for just \$50, or \$20 with a Concession Card. It is up to the tenant to apply for this device (via the website), as it is ultimately their own personal device and can move with them as they move through different units or if they leave the building.

These devices are not connected to the Fire Indicator Panel (FIP), if the building has one in place. The company that provides the Deaf Services smoke alarms (Brooks) can arrange a service check on the units for a small fee each year as well.

For more information, visit the Deaf Services Queensland website:

www.deafservicesqld.org.au/Services/Community-engagement-development/Smoke-Alarm-Subsidy-Scheme

Tips on preventing faults and false alarms:

- Do not smoke in the unit - shut balcony door if smoking on patio
- Keep fan blades clean – many of our detectors are located close to the fans and when fans are on the dust on the fans can create a false alarm
- Keep unit clean and aired out – high humidity from a closed up room can cause a false alarm
- The release of built up steam after a hot shower can trigger a false alarm. To avoid this, keep your bathroom door or window ajar whilst showering
- Please note the alarm can beep for up to 30min after a new battery has been installed

www.bhcl.com.au

WATER WISE

The scarcity of water doesn't appear to be in the media as often as it was a few years ago, but water continues to be a precious resource and the cost of providing water is increasing.

Please join us in both minimising the costs and protecting the environment.

When it comes to saving water, small changes can make a big difference.

Some of our favourite water wise tips are:

- Take 4 minute showers; dropping your shower from 7 to 4 minutes can save over 7000 litres a month, and reduce your hot water bill
- Save laundry until you have a full load, or match the water level to the size of the load
- Wash your fruits and vegetables in a pan of water instead of running water
- Turn the tap off while you clean your teeth or shave

Please advise your Housing Manager of any dripping taps or toilets in your apartment. We would also be grateful to hear about leaks you notice in any of the common spaces.



IMPORTANT UPDATE

Grey Gums Apartments, School Street, Kelvin Grove

At BHC our mission is to build and maintain quality affordable homes for people in need. In order to sustain this mission, we periodically examine the properties we own and manage to ensure that they continue to be appropriate for our current and future tenants' needs.

After much consideration, BHC has identified that Grey Gums Apartments no longer meets the housing needs of our tenants, and we intend to sell the property. This was not an easy decision, or one that was taken lightly. We have now communicated our intentions with our tenants at Grey Gums Apartments and our stakeholders.

We are aware that moving home can be a time of worry or stress, and we have assured the tenants at Grey Gums that we will work with them individually to assist them to transfer to suitable alternative housing.

BHC's intention in selling Grey Gums Apartments is to invest in alternative affordable housing assets that are more appropriate match for the needs and demographics of our tenants.

SEPTEMBER

THE BRISBANE PRIDE MARCH

Saturday 17th September @ 10:15 am

You'll never see a bigger show of rainbow love in Queensland than at the Brisbane Pride March. Join the march down Brunswick Street in the Valley on its way to New Farm Park where it finally ends, turning the spirit of Pride it carries into Brisbane's biggest party!

Location: Cnr Brunswick Street and Ann Street, Fortitude Valley, Queensland 4006



BRISBANE PRIDE FAIR DAY

Saturday 17th September @ 11:00 am

Fair Day attracts thousands from right across the country. New Farm park is transformed into a huge playground with music, dancing, great food and a few things that might raise some eyebrows. Brisbane Pride's flagship event, Fair Day is not to be missed.

Location: New Farm Park, Cnr Brunswick and Sydney Sts, New Farm



OCTOBER

ART OF THE SKINS

Sat June 25 2016 - Sun November 20 2016 @ 10:00 am to 5:00 pm

Awakening South East Queensland historical traditions through contemporary art, Art of the Skins revitalises the practice of possum skin cloak making. Be inspired by how knowledge is gained and passed on through six richly decorated cloaks, collaboratively designed by Aboriginal community members.

Location: State Library of Queensland, Stanley Place, South Brisbane



AFRICAN DRUMMING

Sunday, October 2, 2016 @ 10am - 12pm

Interactive African drumming, dancing, singing and story-telling with unique East African rhythms. Come along and learn how to drum. Please bring your own chair, sun protection and water bottle. No bookings required. For more information call 0404 529 249

Location: Orleigh Park, 68 Hill End Terrace, West End (meet by the green frog playground)



Healthy & Efficient Eating This Season

With Spring upon us it is time to revitalise our pantry and stock up on everything we need to make this season, from a fresh crunchy beetroot salad to light creamy lemon pasta with a twist! Knowing the healthier choices in the supermarket and keeping to a seasonal shopping list can help us to make healthier choices and makes grocery shopping easier, quicker and cheaper!

A change of season is a great time to rethink the way we shop for groceries to improve our health and be kinder to our wallets.

Suggested Spring Seasonal Shopping List

Quantities below are recommended for 1 person, to reduce waste between each shop. Pick your preferences and adjust quantities to meet your household needs.

Meat

1/2 chicken
250 grams of mince
1 pork chop
1 chicken breast
1 piece of fish such as whiting
1 small packet of sausages of choice

Dairy

500grams butter
Cheese
Small Sour cream
1 dozen eggs
Parmesan or feta cheese

Produce

6 carrots
3 onions
1/2 celery
1/2 lettuce
250grams spinach
5 apples
1 head of garlic
4 medium potatoes
2 tomatoes
2 bell peppers (any color)
2 cucumbers
2 bunches of asparagus
2 medium size zucchini
Punnet of mushrooms

Frozen

1kg mixed veggies of choice

Other

Snack foods of choice
Olive oil for salad dressings if desired

Our favourite tips for cost efficient grocery shopping is:

- Plan a menu around the specials of the week
- Write a list of staple groceries based on what is in season and stick to it
- Fresh food is best – avoid pre-packaged food e.g. chopping your own coleslaw ingredients rather than buying them pre-chopped
- Keep a list on the fridge of what you have run out of
- Shop weekly or fortnightly rather than as you need it or daily
- Buy in bulk when the saving makes sense
- Use left overs the next day for an omelette etc

Mix and match the above ingredients each shop to create light and healthy meals this spring!

Your Mental Health



It is important to know that there is support available for you and your mental health. Below are just a few popular services that can be used to find information about mental illness, connect you with resources and to find someone to speak with about any mental health issues you are having.

My Mental Health Website

www.mymentalhealth.org.au

A guide to Adult Mental Health Services in Metro North Brisbane – including Moreton Bay and parts of Somerset. The site is designed so that people can search according to what their needs are and find a range of options available to them. You can use the My Mental Health website to find information on services, resources, news and events.*

*Although some of the search tools will show services across all of Brisbane, this site is focused on the North Brisbane area.

Black Dog Institute

www.blackdoginstitute.org.au

The Black Dog Institute is a not-for-profit organisation and world leader in the diagnosis, treatment and prevention of mood disorders such as depression and bipolar disorder. You can use this website to find research, resources and support around mental illness.

HeadSpace

www.headspace.org.au

1800 650 890

A national mental health foundation dedicated to improving the wellbeing of young Australians. You can use this site to find resources and support – online or around you, speak to someone online or over the phone to get immediate support and advice.

Reach Out

au.reachout.com

ReachOut is Australia's leading online mental health organisation for young people, providing practical support to help them get through everything from everyday issues to tough times.

beyondblue

www.beyondblue.org.au

1300 224 636

Support. Advice. Action. beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

SANE Australia

www.sane.org

1800 187 263

SANE Australia is a national charity helping all Australians affected by mental illness; helping people to improve their lives and reduce the risk of suicide. This website shares facts and guides around mental illness, shares resources as well as stories of others living with mental illness.

BHC NOTICE BOARD

LOCK OUT RULES

Lock outs are a tenant responsibility. Tenants can contact a locksmith to gain entry to their unit, at their own expense. Tenants can check with BHC if there is a spare key available from head office to get back into their unit, however if this key is not available, or if the tenant is unable to collect an available key, it is not BHC's responsibility to take any further action.

If you would like the name and contact number for a recommended locksmith, you can contact your Housing Manager, these details were also featured in the Easter edition of the Bugle.



DISPOSING OF UNWANTED ITEMS

Dumping unwanted items in common areas is not permitted. If you have unwanted items, large or small, it is your responsibility to have them removed from the property and disposed of appropriately. It is not the responsibility of the building caretaker to dispose of unwanted items; however you are able to ask your caretaker for advice around how to dispose them.

FERAL CATS AND WILD BIRDS

Please do not to feed wild or feral animals, such as birds and cats. Feeding these animals can cause serious issues around hygiene and pest control (e.g. faeces, fleas and rubbish), endanger native wildlife and attract other vermin to the property - such as rats.



BED BUGS

Please do not take abandoned items from the street into your home; this includes chairs, mattresses or other furniture. If items are abandoned in front of your property or on the street they may contain bed bugs – this can become a serious problem and by taking these items into your complex, you risk spreading a bed bugs infestation throughout the building.

NEW TENANT ENGAGEMENT COORDINATOR

Kaitlyn is our new Tenant Engagement Coordinator. You may have seen her at a recent tenant meeting. She is here to help you engage with your local community and enhance relationships within BHC buildings. You can contact Kaitlyn through BHC Head Office on 3307 3000. Kaitlyn is also your contact for any suggestions or input you have for the Bugle. You can send them to her by email: bugle@bhcl.com.au



CONTACT US

Level 2, 35 Astor Tce, Spring Hill
8:30am - 5:00pm (Mon-Fri)

Phone: 3307 3000

Email: reception@bhcl.com.au

Website: www.bhcl.com.au

Facebook: BHC Creating Liveable Communities

Instagram: BHC_Communities



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