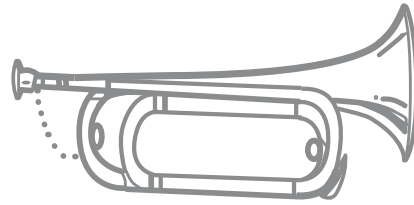




# bugle



CONTINUE TO STAY

# SAFE AND CONNECTED!

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As some restrictions ease, it's important to continue to stay safe, connected and informed during the COVID-19 pandemic.

## LETTER FROM THE CEO

Dear readers of the Bugle,

What an incredibly challenging start to 2020. The COVID-19 health crisis has seen us all have to contend with challenges we have never experienced before. These changes were thrust upon us and we have had no option but to adapt to this new way of living. Our nation has risen to this challenge by working together to protect the health and wellbeing of Australians, particularly the elderly and those most vulnerable in our community.

I am proud of our residents and their response to COVID-19. Speaking with our housing managers and building caretakers, they have shared stories of how our residents are faring during these times, in particular how residents are observing the recommended health directives. This can be a challenge when we share many common spaces and I want to let you know that we are appreciative of everyone's efforts.

At BHC, we have had to adapt our business practices and the way we work. In March, we decided to temporarily close the BHC office to all visitors and to move the BHC team to work remotely. Whilst we aren't in the physical office for you to visit, we want to assure you that we remain contactable.

In this edition of the Bugle, we have collated some health and wellbeing information you might find helpful. Our ResidentConnect team are on hand to help you access and connect with a range of supports should you be suffering any hardships- financial or other during this time. Details on how to access this worthwhile service can be found on page 6. I urge you to reach out if you require assistance

of any kind and we will do our best to support you. We are using BHC's Facebook page as an opportunity to communicate directly with residents and share relevant information. I encourage you to visit this resource as we are posting daily updates.

BHC has always known the important role safe and affordable housing plays in the lives of those who need it most. With the COVID-19 health crisis, this has never been more apparent. Our team will continue to advocate for funding as the demand for affordable housing continues to grow.

Following our win at the UDIA QLD Mitchell Brandtman Awards for Excellence late last year, we are thrilled to announce that BHC's Jingeri has won the Affordable Development Award in the UDIA Wingate National Awards for Excellence. This is our first UDIA National win and we couldn't be more proud of this building and the residents who call it home!

Finally, I want to thank you again and acknowledge the incredible role you have all played in keeping everyone safe - not only you and your families but also your neighbours. We are looking forward to when life can return to 'normal', however, in the meantime please stay safe and please reach out for assistance or support should you need it.

I wish you all continued health and wellness.

Best regards,

Rebecca Oelkers  
CEO



### IN THIS EDITION

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## HOW TO HELP STOP THE SPREAD OF CORONAVIRUS (COVID-19)

### Advice from the Australian Government Department of Health

Coronavirus (COVID-19) is a new respiratory disease, so there is no existing immunity in our community, which means it could spread widely and quickly if we don't take the steps to help stop the spread. Symptoms of COVID-19 can range from mild illness to pneumonia. The virus can spread person to person; some people will recover easily, and others may get very sick very quickly.

### STAY HOME

Stay at home where possible, unless performing essential activities:

- Shopping for food
- Exercising
- Medical appointments or pharmacy visits
- Providing care or support to another person
- Going to work, if you cannot work from home

In addition to performing essential activities, some Covid-19 restrictions are now lifting. Check the Queensland Government's Covid-19 website for updates about restrictions:  
[www.covid19.qld.gov.au](http://www.covid19.qld.gov.au)

### WASH YOUR HANDS



Practicing good hygiene is important to help stay healthy. Regularly wash your hands for 20 seconds with soap and water to prevent the spread of germs.

### STAY INFORMED

Keep up-to-date with the latest information on coronavirus, visit: [health.gov.au](http://health.gov.au) OR download the Coronavirus Australia App on your phone.



### KEEP YOUR DISTANCE



When you do need to go outside for essential tasks, please practice social distancing. Stay two arm lengths (1.5m) from those around you to help stop the spread.

### COVER YOUR COUGH

Make sure to cough or sneeze into your arm. If you use a tissue, put it in the bin straight way and wash your hands afterwards.



### CHECK YOUR SYMPTOMS

Symptoms for COVID-19 include flu-like symptoms such as fever, coughing, a sore throat and shortness of breath. If you are concerned that you may need to seek medical help, use the Coronavirus (COVID-19) Symptom Checker available here: [www.healthdirect.gov.au/coronavirus](http://www.healthdirect.gov.au/coronavirus) OR call the National Coronavirus helpline on 1800 020 080.

If you are concerned about your health or symptoms you have, please contact your local GP.



YOU ARE  
NOT  
ALONE

**Mental health** can be challenging at the best of times, and we know that the current Covid-19 situation is making it even harder for people. The biggest thing to remember is you are not alone. Even if you are physically isolating, or unable to see your friends and family, there are lots of ways you can access support.

May 2020

## Are you Seeking a New Opportunity?

Whilst COVID-19 has brought a lot of challenges and restrictions into our lives, for many it has also given them a lot of time to think about what the future looks like for them. Now could be the perfect time to jumpstart your next chapter.

**Your Caring Way** is a new program of services that focus upon carers wanting to pursue their own goals, perhaps even a totally new career.

Carers change lives in so many ways and whilst a selfless act, we understand that carers need to realise their own dreams too. **Your future, your way.**

**Plan** - A coach will work with you to create a personalised plan based on your own life goals and aspirations.

**Grow** - Gain the skills you need to fulfil your goals through a range of study, training, or on-the-job opportunities.

**Achieve** - Whether it's employment, volunteering, or even further study, we will help you to live your best life.

Ph: 1300 585 636 | E: [info@yourcaringway.com.au](mailto:info@yourcaringway.com.au)  
W: [YourCaringWay.com.au](http://YourCaringWay.com.au)  
*Funded by the Australian Government Department of Social Services.*

## FINDING EMPLOYMENT

**Maxima** is a not-for-profit Disability Employment Services provider helping people with a disability, injury or health condition, including injury, mental illness, chronic and complex health conditions, physical and social disability to find and maintain meaningful employment. During the current COVID 19 crisis, mental health, anxiety and depressive illnesses will affect many people.

As a free service to you, Maxima can provide:

- Help with navigating the Centrelink system
- Help with preparing for a new job, including training and re-skilling
- Help with finding a new job and, once employed,
- Ongoing assistance and support

If you, or someone you know, may need some extra support please get in touch with Maxima on 1300 629 462 or visit [maxima.com.au](http://maxima.com.au)

## ONLINE RESOURCES

The following websites have lots of great information and advice to help you during this time.

[mentalwellbeing.initiatives.qld.gov.au](http://mentalwellbeing.initiatives.qld.gov.au)

[coronavirus.beyondblue.org.au](http://coronavirus.beyondblue.org.au)

[www.lifeline.org.au/get-help/topics/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak](http://www.lifeline.org.au/get-help/topics/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak)

[www.sane.org/](http://www.sane.org/)

For Youth (12-25yo): [headspace.org.au/covid-19/](http://headspace.org.au/covid-19/)

## DO YOU NEED TO TALK TO SOMEONE?

The **Lifeline** telephone, text and webchat services will continue as normal throughout the COVID-19 crisis. To contact Lifeline:

Phone: 13 11 14 (24 hours/7 days)

Text: 0477 13 11 14 (6pm – midnight AEDT, 7 nights)

Chat online: [www.lifeline.org.au/crisis-chat](http://www.lifeline.org.au/crisis-chat) (7pm - midnight, 7 nights)

The **SANE** Help Centre has had a small change to the way their Helpline operates. When you call, you'll be prompted to leave a voicemail so that a Help Centre counsellor can call you back that day. Just so you know, the call back will be from a private number and if they can't get through to you they'll send a text letting you know it was them.

Phone: 1800 18 7263

Email: [helpline@sane.org](mailto:helpline@sane.org)

Chat online: [www.sane.org/services/help-centre](http://www.sane.org/services/help-centre)

**Beyond Blue** Coronavirus Mental Wellbeing Support Service

Phone: 1800 512 348

Online Forum: [www.beyondblue.org.au/get-support/online-forums/staying-well/coping-during-the-coronavirus-outbreak](http://www.beyondblue.org.au/get-support/online-forums/staying-well/coping-during-the-coronavirus-outbreak)

## IF YOU ARE EXPERIENCING DOMESTIC AND FAMILY VIOLENCE YOU CAN FIND SUPPORT HERE

**DVConnect Womensline**  
1800 600 636

**1800RESPECT**  
1800 737 732

**DVConnect Mensline**  
1800 811 811

**Or visit:**  
[www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence](http://www.qld.gov.au/community/getting-support-health-social-issue/support-victims-abuse/domestic-family-violence)

BHC is committed to supporting resident safety. If you are in a situation where you may need to change locks to your property, please contact us confidentially and we can quickly assist, often at no cost, depending on the situation. Most of our buildings operate on a special key system and having us arrange the work prevents unnecessary charges.

## IN AN EMERGENCY

If you are in an emergency situation or need immediate assistance, contact mental health services or emergency services on 000.

If you need to speak to someone urgently, call Lifeline 13 11 14 or Suicide Call Back Service 1300 659 467.

# Assisting tenants in hardship through COVID-19

## ResidentConnect

We appreciate how stressful this time may be for you and we have created the **ResidentConnect** service during the COVID-19 pandemic to assist residents to access the latest information about the different types of government and community assistance available, including financial assistance, personal support and wellbeing support services.

## Getting assistance from ResidentConnect

We encourage you to contact your Housing Manager as soon as possible if you are experiencing any financial difficulties relating to COVID-19, or if you require access to any additional support at this time. Alternatively, you can contact our ResidentConnect team directly on [connect@bhcl.com.au](mailto:connect@bhcl.com.au), or phone 3307 3000 and leave a message.

## New Legislation to respond to tenancies affected by COVID-19

The Queensland Government has made changes to the residential tenancies legislation, to assist tenants in hardship due to COVID-19.

It is important to note that only tenancies deemed to be "COVID-19 impacted" qualify for the new assistance measures. Tenants must meet specified criteria in relation to both the circumstances leading to their loss of income, and the amount of income that has been lost, and be able to provide evidence of this.

### The criteria are as follows:

- A person is suffering excessive hardship due to the COVID-19 emergency, AND
- the person suffers a loss of income of 25% or more, OR
- the rent payable is 30% or more person's income.

If this applies to you, please get in touch with your Housing Manager as soon as possible to discuss the options available to you. BHC is here to assist all tenants experiencing hardship or in need of support during these times.

To find additional information about all of these important changes, visit the Queensland Government's "Hub" website: [www.covid19.qld.gov.au/the-hub/for-renters](http://www.covid19.qld.gov.au/the-hub/for-renters).

## Your tenancy obligations

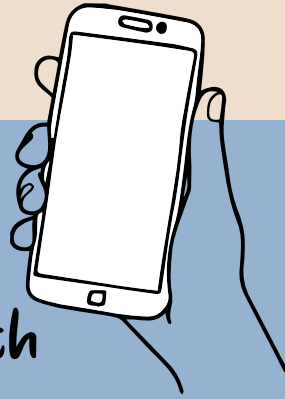
BHC supports these new measures introduced to protect tenants throughout the coronavirus crisis. However, whilst these protections are in place to ensure that affected tenants can sustain their tenancies, it is important to note that all the original obligations of your tenancy are still required to be met. The sooner you discuss with us any changes in your financial circumstances due to COVID-19, the sooner we can begin working with tenants to sustain their tenancy through your Housing Manager or ResidentConnect.

If you have not been affected by COVID-19 but find yourself unable to meet your rental obligations for other reasons, please contact your Housing Manager to discuss your specific situation. Tenants who are not affected by COVID-19 are still required to pay their rent and the usual processes in relation to breach notices will continue to apply.



# Being together while staying apart

How to stay connected while social distancing



## Keep in touch with friends and family

Stay connected! Set up regular calls (phone or video) with friends and family.

Hearing someone's voice is the next best thing to spending time with them face-to-face. If you want to take it up a notch and try video calling, here are a few FREE options you could use:

- Facebook Messenger
- Skype
- WhatsApp
- Zoom

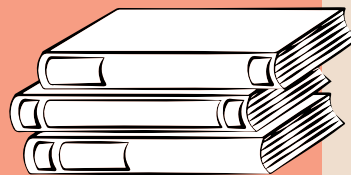
## Start a virtual book club with friends

Love to read? Now may be the time to get your friends together and start a virtual book club.

Already part of a book club? Social distancing doesn't mean your group can't meet online! Organise a virtual book club meeting instead using FREE video calling apps like Zoom or Facebook Messenger.

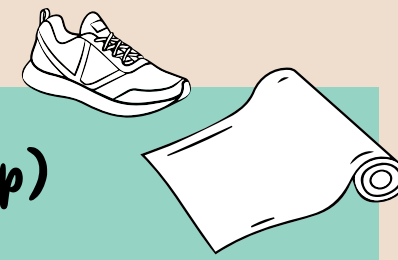
At this time we may not all have access to books, however Brisbane Libraries will be reopening from May 16 with enhanced social distancing measures in place, for book drop-off and pick-up. Alternatively library members can access a wide range of FREE digital content through the online library catalogue, eLibCat. Not a member? You can still sign up for a free digital membership:

[www.brisbane.qld.gov.au/things-to-see-and-do/council-venues-and-precincts/libraries](http://www.brisbane.qld.gov.au/things-to-see-and-do/council-venues-and-precincts/libraries)



## Start (or keep) being active

While at home, fresh air and being active is important to your physical and mental health. Whether you take a walk around your neighbourhood (while maintaining social distancing) or follow an at-home workout, exercise is a great way to de-stress while being at home.



## Check in with your neighbours

For those without family or friends nearby, social distancing can be very lonely. Reach out to neighbours to see if they need any extra support during this time.

Simply write your name, contact details (address, phone number) and how you can help (grocery shopping, a phone call etc) on a piece of paper and pop it into their letterbox or under their door. If you have access to a printer, print out this helpful card from Red Cross: [www.redcross.org.au/stories/covid-19/a-card-to-help-your-neighbours](http://www.redcross.org.au/stories/covid-19/a-card-to-help-your-neighbours)



## Write a letter to friends or family

When was the last time you received a letter in the mail? It's probably the same for most of your friends and family.

Receiving mail is rare these days, so grab a pen, write and send a letter or a card to loved ones. Get the kids involved and stay connected to elderly relatives while they are in isolation.



## Remember you're not alone

You are stronger than you think! It's important to remind yourself that you're not alone and you deserve to take the time to focus on your mental wellbeing.

There are many services and organisations that are here to support you. Check out page 4 for a list support organisations or visit, [mentalwellbeing.initiatives.qld.gov.au/support](http://mentalwellbeing.initiatives.qld.gov.au/support)



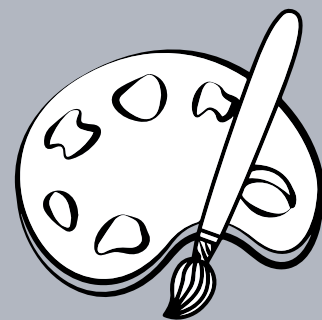
## Learn a new skill or perfect an existing one

Staying indoors is a perfect opportunity take up new hobby or skill or better yet work on one you haven't had the time to master previously.

From speaking a new language to learning how to make the perfect hard-boiled egg, there are a range of resources and videos available online to teach (or help perfect) those skills! Try searching for them on Google or YouTube.

Stuck for ideas of what you could learn from home, try learning :

- a dance routine
- to draw or paint
- how to meditate
- a magic trick
- how to knit or crochet
- how to cook a classic dish
- how to arrange your closet to maximise space

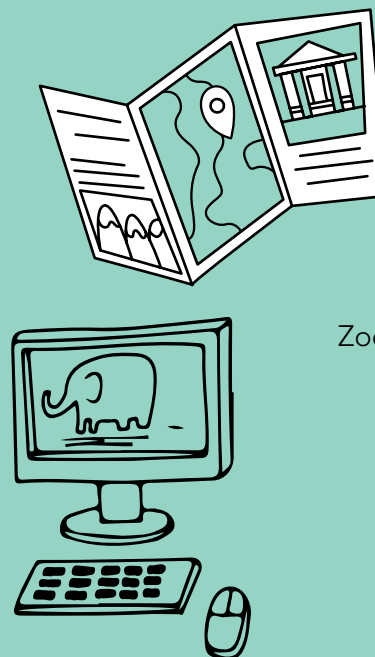


Bonjour!

## Take a virtual tour

You don't need to leave the country, or even your home to visit world famous zoos or landmarks. With the closures of popular attractions and travel bans in place due to COVID-19, you can now travel around the world virtually. From live streams from the Melbourne Zoo to 360° tour through the Palace of Versailles in France, there are many places you can visit without leaving your couch. Take a tour of these amazing sites!

**Melbourne Zoo:** watch live streams from enclosures: [www.zoo.org.au/animals-at-home/](http://www.zoo.org.au/animals-at-home/)  
**Google Arts & Culture:** Explore over 2000 leading museums and archives around the world: [artsandculture.google.com](http://artsandculture.google.com)



## Stay connected with BHC, follow us on Facebook



BHC is dedicated to keeping you updated during the COVID-19 pandemic. Follow the BHC Facebook page, where we share useful content and resources to help you get through these uncertain times.

Follow us at @brisbanehousingcompany or search BHC Creating Liveable Communities

# BHC NOTICEBOARD

Keeping you up-to-date on important information

## THANK YOU TO ALL BHC RESIDENTS!

Thanks for helping us all to stay safe and connected!

From all of the BHC staff

## SAFETY IS SERIOUS

A reminder that it is very important to report maintenance issues like faulty switches and leaking taps or pipes as soon as possible. These can become very serious safety hazards, so please notify your Housing Manager immediately if you have a serious maintenance issue.

## FLU VACCINATION

Annual vaccination is your best chance of protection against the flu. Flu shots are available at an affordable price at most pharmacies, however many residents may be eligible for the free flu vaccine under the National Immunisation Program, if you are:

- An adult aged 65 and over
- An adult or child (aged 6 months and over) suffering from chronic conditions
- Pregnant (during any stage of pregnancy)
- Aboriginal or Torres Strait Islander aged 6 months or older

## WELCOMING WINTER IN

Now more than ever it's important to ensure ventilation of units to prevent mould and other nasties taking hold. Try to open curtains and windows at least once a day to get fresh air flowing through.

## ANNUAL FIRE EVACUATION TRAINING DRILLS

Our annual fire evacuation training drills will be commencing shortly. This training is a key element of our health and safety procedures and provides residents with important information regarding each property's evacuation points for use in the event of a fire or emergency.

Please be assured this year, additional precautions will be in place at all training drills, including strict adherence to social distancing, to ensure the safety and wellbeing of all residents.

You will receive further details about the fire evacuation plan for your building in your mailbox.

## RUBBISH RUN

Whilst at home more you may find your bin getting fuller faster! Don't forget to empty bins frequently to reduce the risk of unwanted pests and odours.

## REVEAL THE HIDDEN MESSAGE

Find the words below to reveal the hidden message with the remaining letters.

READ  
KNIT  
CRAFT  
BAKE  
GARDEN  
WORKOUT  
DANCE  
DECLUTTER  
DIY  
DRAW  
PUZZLES  
WRITE  
COOK  
WATCH TV

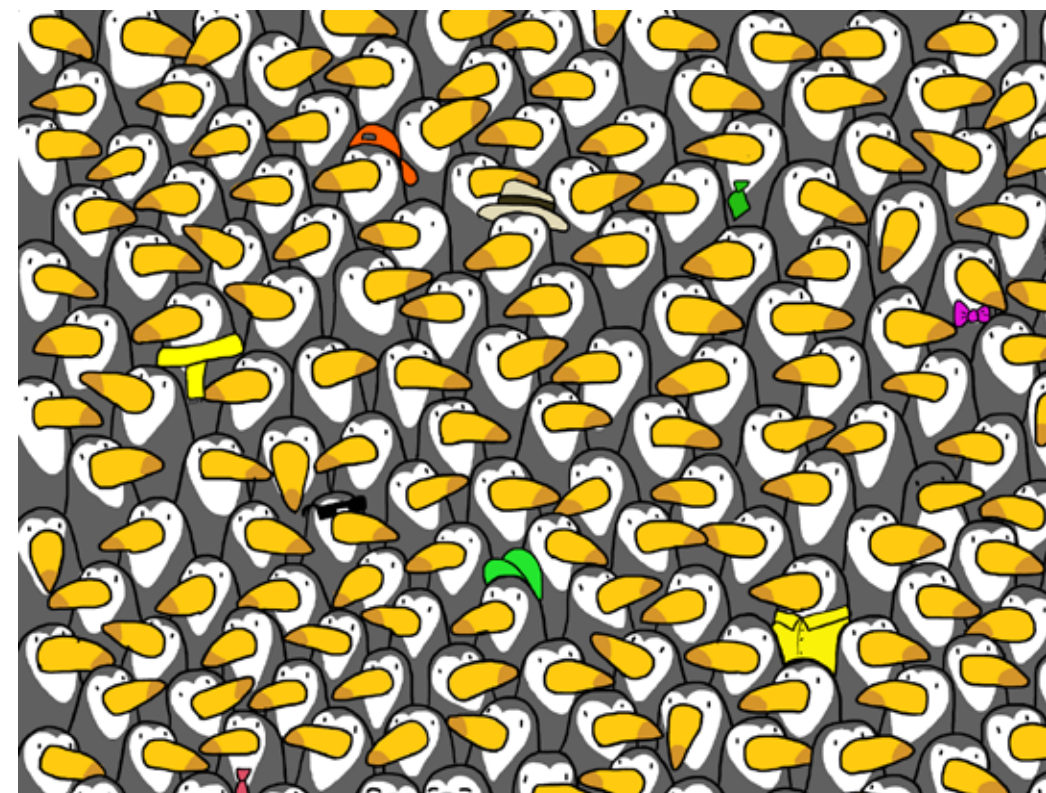
R	E	T	T	U	L	C	E	D	E
K	P	U	Z	Z	L	E	S	K	E
E	D	P	T	B	T	F	A	R	C
U	A	I	S	Y	E	B	A	T	V
H	N	O	Y	T	M	E	W	G	T
K	C	I	I	C	T	H	T	A	H
H	E	R	W	O	E	S	E	R	C
A	W	C	A	O	R	E	A	D	T
T	W	O	R	K	O	U	T	E	A
I	V	I	D	T	I	E	S	N	W

Hidden Message: \_ \_ \_ \_ \_

\_ \_ \_ \_ \_

\_ \_ \_ \_ \_

## CAN YOU FIND THE PENGUIN IN THE FLOCK OF TOUCANS?



Artist: Gergely Dudás

www.bhcl.com.au

## BRAIN TEASERS

1 Feed me, and it will give me life. But give me a drink, and I will die. What am I?

2 What can be seen once in a minute, twice in a moment, and never in a thousand years?

3 A cowboy rode into town on Friday. He stayed in town for three days and rode back out on Friday. How is this possible?

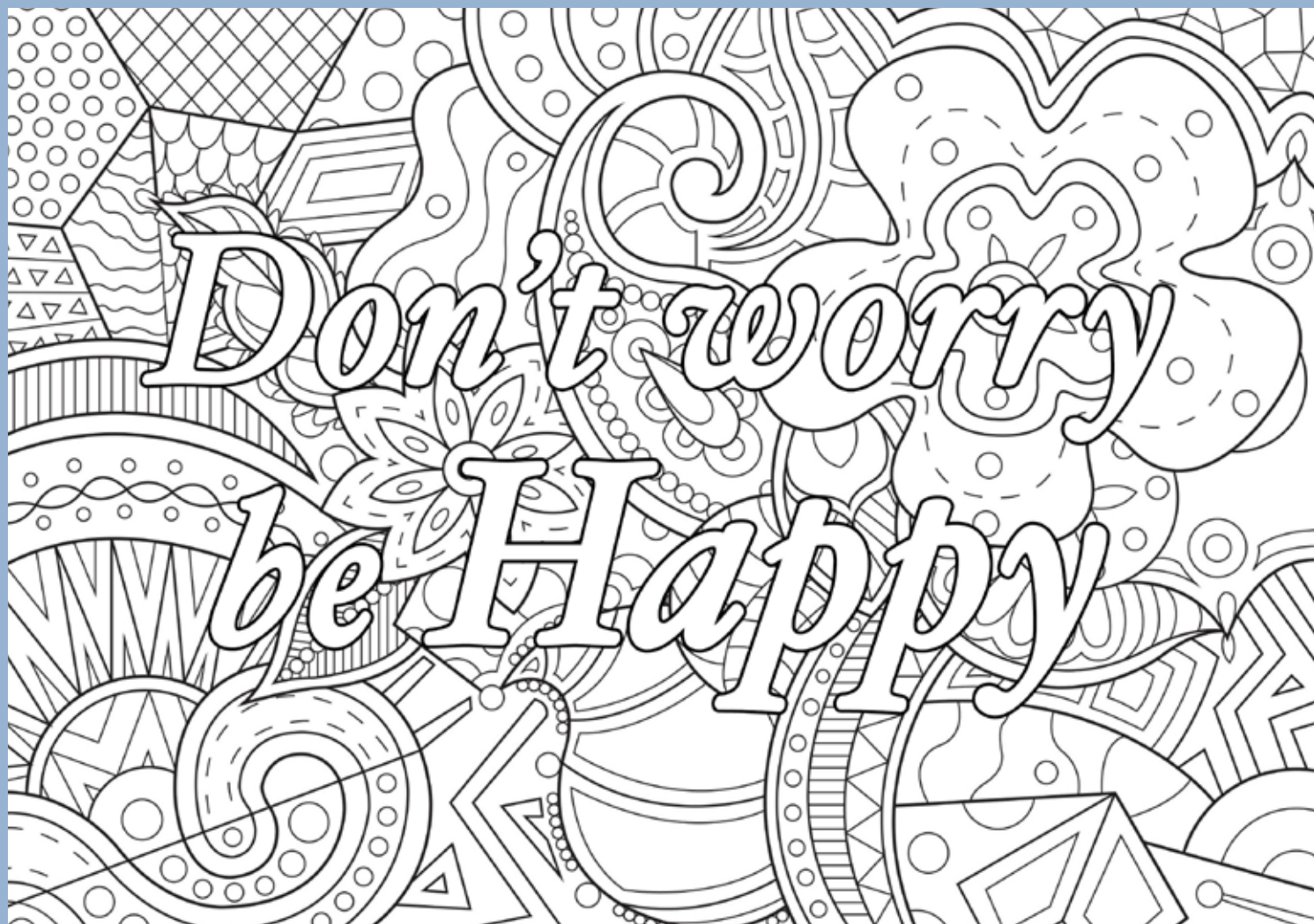
4 Turn me on my side and I am everything. Cut me in half and I am nothing. What am I?

5 If you have me, you want to share me. If you share me, you don't have me. What am I?

Brain Teaser Answers: 1. Fire 2. The letter 'M' 3. His horse's name was Friday 4. The number 5. A secret



C O L O U R M E H A P P Y



Don't worry  
be Happy