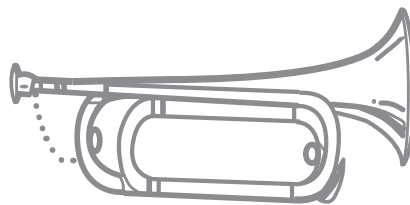


SPRING EDITION  
OCTOBER 2020



# bugle





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Dear readers of the Bugle,

This year continues to be challenging for all, as we navigate the health crisis and this new way of living. I once again want to recognise the incredible efforts of you all, working together to stay well, observing health directives and generally being considerate of all in your community. As we start to enjoy spring and look forward to the summer months, let us continue to support each other and rise to these challenging times.

I want to remind you that should you require any support during this time, for whatever reason, our Resident Connect team is on hand to assist. This service has been created to help you access available supports and connection to this service is available by speaking with your Housing Manager or contacting Resident Connect directly (read more on page 11).

The BHC team continues to work remotely, however, in October, we look forward to moving into new premises in the Brisbane CBD and reopening the Head Office with the safe reinstatement of services on-site to our residents. The new office has been designed to provide a COVID-19 safe environment for our team, residents and partners. The new location will be accessible for our residents, with step-free access from the street, and is located just a short walk from Central Station and multiple bus stops. The office will be open to residents from Wednesday 28<sup>th</sup> October. Thank you for your patience and understanding while we move.

I am pleased to tell you that we

are making excellent progress on our newest development in Woolloongabba. We are fortunate to be partnering with Brisbane Youth Service (BYS) on this project- to provide support for the residents in five of the homes that have been specifically created for young people. These residents will benefit from wrap-around support services by BYS, including assistance to help them to engage in education, training and employment and move forward into long term sustainable housing options. To show our support for BYS and the incredible work they do, the BHC team supported their annual Daggy Jumper fundraiser, you can see pictures on page 12.

I hope you get to sit down, take a moment, and enjoy the Spring edition of the Bugle. We have filled this edition with resources to support your health and wellness during this time. We are also pleased to share with you some highlights and findings from our 2019 Tenant Survey.

Please continue to stay safe and I encourage you to ask for assistance or seek support, should you need it. Wishing you all health and wellness.

Best regards,

Rebecca Oelkers  
CEO



## BHC UPDATE - Cornwall Street

Construction is progressing well on our latest project in Cornwall Street. This project will see the provision of 32 high-quality affordable homes, including five homes specifically for young people and young families. The development incorporates a spectacular rooftop common area and BBQ and undercover car and bike parking facilities. The location offers excellent access to both bus and transport networks and is linked to a range of services and facilities to support independent living and integration within the community.

We look forward to welcoming the first residents to this property in early 2021.

## SIX SIMPLE MENTAL WELLBEING STRATEGIES



### 1. GET ACTIVE!

Doing exercise, even just a 30 minute walk around your neighbourhood, is great for your mental health. Physical activity releases feel-good chemicals into the body, like endorphins and serotonin. These chemicals make you feel good, lift your mood, increase your energy levels and improve your sleep.



### 2. REST TO RESET

Try to get at least 8-hours of sleep a night. Sleep gives your brain important 'down time' to process and store the information it receives during the day. Not getting enough sleep affects your mood and ability to concentrate, and can also lead to anxiety and depression. TIP: If you struggle to sleep at night, getting your 30 minutes or more of exercise a day can help!



### 3. EAT HEALTHY

Following a healthy diet means your brain will have the right balance of nutrients to work at its best. It will also improve your energy levels, sleep patterns and general health, leaving you fresh and ready to handle life's day to day challenges.



### 4. TAKE A BREAK FROM THE NEWS

Between the news and social media, we're all feeling saturated by coronavirus updates right now. It's important to stay informed, but try to limit your media intake to a couple of times a day and use trusted news sources. Don't forget there are other ways to connect with people besides social media (see tip 6), so stepping back from social media doesn't have to leave you feeling isolated.



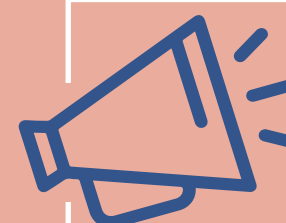
### 5. DECLUTTER FOR FIVE MINUTES

If you're suddenly spending a lot more time at home, it can help to have an environment that feels good. Trying to tidy your whole space in one go can feel overwhelming (and sometimes makes us want to do it even less!) – so try decluttering for just five minutes a day. Pick a shelf to start with or pick up five things and find a home for them.



### 6. STAY IN TOUCH

There are so many ways to stay in touch with friends and family today – even if you can't see them in person. You can text on your phone or with apps like Messenger and WhatsApp or even use video chat on Facetime, Skype or Zoom to see each other! Don't forget the classic phone call if the above sounds a bit too complicated. Ask them how they're feeling and share your own experience if you feel safe to do so. Just being able to chat to someone and connect can make all the difference to your day!



## DID YOU KNOW?

**The Queensland Government has created a website dedicated to mental wellbeing?**

You can find practical ideas for improving your mental health, information about where to seek support, and so much more: [mentalwellbeing.initiatives.qld.gov.au](https://mentalwellbeing.initiatives.qld.gov.au)

# 2019

## Tenant Satisfaction Survey Results

Almost a year ago BHC sent out the 2019 Tenant Satisfaction Survey to half the portfolio. If you received a survey last year and completed it for us – thank you! We ask BHC residents to complete the survey every two years and your responses help us to see what we do well, where we can improve our services, and what is happening in our residents' lives.

Check out some of the results of the 2019 Tenant Satisfaction Survey below. We appreciate our residents taking the time to share their experiences with us and we look forward to hearing from residents this year in the 2020 Tenant Satisfaction Survey.

“Thank you for giving us a home. Our quality of life has continued to improve since being housed by BHC”



**83%**

Overall satisfaction



**90%**

have enough money leftover for essentials



**70%**

said they were satisfied that BHC listens to their views



**86%**

said they were satisfied with quality of their home



**89%**

indicated they were likely to remain in their current home



**81%**

are likely to recommend BHC to family or friends



**81%**

said they were satisfied with service provided by their housing manager



**80%**

were satisfied that their home is good value for money



**71%**

said they were satisfied with their neighbourhood



**80%**

said they were satisfied with repairs and maintenance



**79%**

said they were well informed by BHC

Residents identified 'Standard of Living' as the most significant change they had experienced since living with BHC. Sense of Future Stability was the second most significant change and Sense of Safety was the third most significant change.



**Here's what some of our residents had to say**

“It is a lot better than living on the street”

“I am a permanent resident - very happy”

“Children living in the complex running on the street making it dangerous for drivers”

“If the rent is more higher we need to low down our food”

“Thank you for the opportunity to get my life back on track slowly but surely. And for providing a space I feel safe in”







## ndis | DO YOU HAVE THE HELP YOU NEED?

### NDIS

If you are 65 years and younger, and living with a disability, you may be eligible for funding through the National Disability Insurance Scheme (NDIS). NDIS participants use funding to purchase supports and services that assist in meeting goals. Support can include help for every day tasks, special equipment (assistive technology) or modifications to your home. The National Disability Insurance Agency (NDIA) administers the NDIS.

### WHAT'S THE FIRST STEP TO NAVIGATE NDIS?

Talk to your GP. Your doctor will be able to help you start the process and connect with the NDIS.

You can also visit [ndis.gov.au](https://www.ndis.gov.au) or call 1800 800 110 to find out more information and get started.

### HAVE YOU APPLIED FOR THE NDIS BUT WEREN'T SUCCESSFUL?

You can ask the NDIA for an internal review. There is also an appeal mechanism through the Administrative Appeal Tribunal. Or, you can reapply. You can also provide new evidence about your disability and new information if your situation changes.

BHC can help you find a Local Area Coordinator who can assist you to access the NDIS and to develop and use an NDIS plan. Please contact your Housing Manager in the first instance.

If you have had an unsatisfactory response from the NDIA, there are people in the NDIA specifically tasked with helping. The first step is to ask to speak to a manager. If that doesn't help, call 1300 999 636.

### ARE YOU 65 YEARS AND OVER?

You won't be eligible for the NDIS, but you may be eligible for assistance through the My Aged Care program. The easiest method is to call 1800 200 422 and talk to a friendly My Aged Care staff member. You can also apply online, visit [myagedcare.gov.au](https://myagedcare.gov.au) to apply or find out more information.

### NOT ELIGIBLE FOR NDIS OR MY AGED CARE, BUT NEEDING A SMALL AMOUNT OF ASSISTANCE?

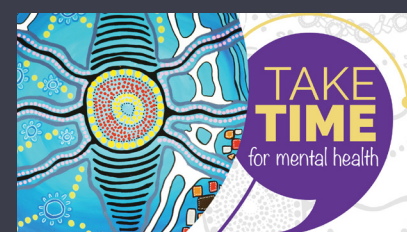
The Queensland Community Support Scheme (QCSS) provides support to people needing a small amount of assistance in order to maintain or regain their independence. Assistance may be in the form of meal preparation, cleaning and chores, personal care or assistance with shopping and banking. Contact the QCSS Access Point on 1800 600 300. You could also apply online (search Queensland Government QCSS).

## OCT-NOV WHAT'S ON!



### Razzle Dazzle - Outdoor Gallery: now - 22 November

Experience Brisbane City Council's Outdoor Gallery RAZZLE DAZZLE exhibition in laneways and city streets across Brisbane. The outdoor gallery considers the nature of public space and individuals within it - particularly people who for different reasons, may feel hyper-visible or invisible.



### Queensland Mental Health Week: 10 - 18 October

Queensland Mental Health Week (QMHWS) is an annual awareness week that aims to shine a spotlight on individual and community mental health and wellbeing. This year's theme is 'Take time — for mental health'. Check out 8 ways to get involved this year: <https://bit.ly/3jhjZb2>



### Revive Second-hand Fashion Festival 2020: 25 October, Brisbane Powerhouse

Let pre-loved fashion inspire you at the 2020 Revive Second-hand Fashion Festival at the Brisbane Powerhouse. Incorporating second-hand clothing into your wardrobe, not only saves money but also helps to reduce your impact on landfill.



### NAIDOC Week: 8 - 15 November

In the interest of safety for the community NAIDOC week was postponed from July to November. This year's NAIDOC week theme, Always Was, Always Will Be, recognises that First Nations people have occupied and cared for this continent for over 65,000 years.



### National Recycling Week: 9 - 15 November

National Recycling Week encourages everyone to improve their recycling knowledge, build better recycling habits and build trust in recycling. Learn more about what you can do at home: [recyclingnearyou.com.au/nationalrecyclingweek/at-home/](https://recyclingnearyou.com.au/nationalrecyclingweek/at-home/)



### Garage Sale Trail: 21 - 22 November

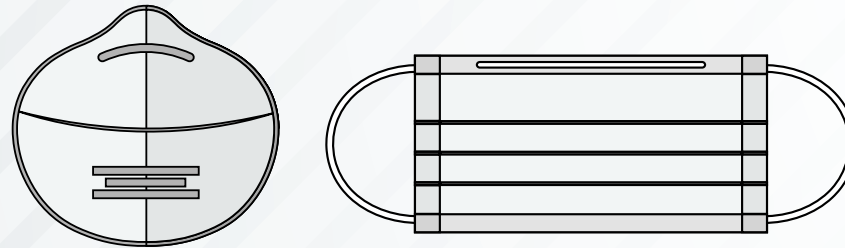
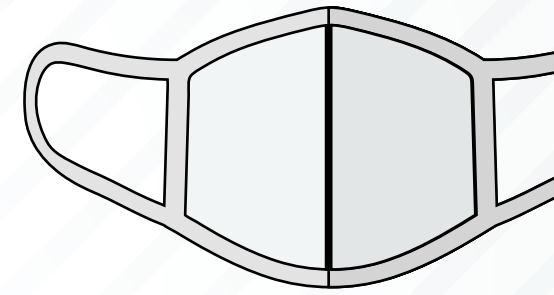
This year's event is all about helping you make or save money by buying or selling secondhand and with new ways to get involved both online and in the real world, you can take part no matter what restrictions are in place. Find out more: [www.garagesaletrail.com.au](https://www.garagesaletrail.com.au)



### Neighbourhood Watch Week: 14 - 22 November

Neighbourhood Watch Week aims to raise public awareness of Neighbourhood Watch (NHW) and benefits of belonging to a local Neighbourhood Watch group. NHW is a community lead safety and awareness program working in partnership with police. Visit [nhwq.org](https://nhwq.org) for more information or to find your local group.





## WHAT YOU NEED TO KNOW ABOUT FACE MASKS

Some residents have asked for more information about face masks and how to use them. We have sourced the information below from the Queensland Health website and the World Health Organisation (WHO) website. To find out more information yourself, you can visit:

[www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/protect-yourself-others/face-masks](http://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/protect-yourself-others/face-masks)

[www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public](http://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public)

### QUEENSLAND HEALTH ADVICE

Face masks alone will not protect you from COVID-19. Social distancing is the gold standard of COVID-19 prevention methods, coupled with washing your hands regularly. We understand there are situations where you may not be able to maintain social distancing. Keep a mask with you, so that if you get into one of those situations, you have some added protection.

### HOW TO WEAR A MASK

Clean your hands with soap and water or alcohol-based hand rub (made up of over 60% alcohol or 70% isopropanol) before you put on your mask. Hold the mask by its tapes or loops, then tie the mask around your head or put the loops around your ears.

Make sure the mask completely covers your mouth and nose, and that there are no gaps between your face and the mask. If you are using a surgical mask, press the nose piece around your nose.

If you are using a mask with ear loops, you can use a plastic clip or tie to join the ends together at the back of your head to make sure it fits securely on your face.

Make sure that your mask does not have holes or a valve, as if you have COVID-19, you can breathe out the virus.

Do not touch your eyes, nose, or mouth or the front of the mask while wearing it.

If the mask gets soiled or damp, replace it with a new one.

### DISPOSE OF A SINGLE-USE MASK CORRECTLY

When disposing of a mask, put it in a sealable bag to ensure the used mask won't be touched by others. Then put the sealed bag in the bin.

Always clean your hands immediately after removing your mask and putting it in the bin.

### RECOMMENDED TYPES OF FACE MASKS OR OTHER FACE COVERINGS

The best face mask is a single-use surgical mask – you can purchase these at pharmacies. If you are unable to get a surgical mask, any paper or cloth masks are fine to use. The most effective cloth masks are made up of at least 3 layers. As a last resort, a bandana or scarf may assist, as long as you are able to cover your nose and mouth properly.

### MAKE YOUR OWN CLOTH MASK

You can make your own cloth mask. Use the Australian Government's helpful resource (PDF) if you want to know the best way to make a face mask.

### WASHING A REUSABLE CLOTH FACE MASK

Cloth masks should be washed after every use.

They can be washed in the washing machine with other clothes, or handwashed using soap and the warmest appropriate water setting for the cloth. Dry the cloth mask in the clothes dryer or in fresh air before you re-use it.

Clean your hands with soap and water or alcohol-based hand rub (made up of over 60% alcohol or 70% isopropanol) after handling used face masks.

### HOW OFTEN TO CHANGE YOUR FACE MASK

You cannot re-use surgical masks.

You can wash and re-use cloth masks. It is a good idea to have at least two, so you will always have a clean one available.

On a single trip away from home there might be times when you can't stay 1.5 metres away from other people and wear a mask, and times when you can maintain the distance and don't need to wear a mask. For instance, you might take crowded public transport to and from work, but at work be able to maintain appropriate distancing.

Don't re-use the same mask to go home that you used on the trip to work. Throw used surgical masks in the bin or store used cloth masks in a plastic bag until you can wash them.

Re-using a cloth mask without washing it is risky, because it can become contaminated or may not be as effective in protecting you. For each new situation put on a clean mask. Carry your clean masks in a plastic or paper bag to keep them clean.



# BHC Noticeboard



## Kerbside Collection

Don't forget Brisbane City Council (BCC) has POSTPONED all kerbside collection until July 2022. Waste Vouchers have been delivered to every Brisbane household, including tenants, to help residents dispose of household items.

BCC encourages everyone to look for other resource recover options for large household items to help make Brisbane a cleaner, greener city and reduce landfill. Some suggestions include: Council's tip shops (proceeds go to the Endeavour Foundation), donating useable items to charities or reuse and recycle organisations, GIVIT ([www.givit.org.au](http://www.givit.org.au)) and NACRO ([www.nacro.org.au](http://www.nacro.org.au)). Find out more at the BCC website [brisbane.qld.gov.au](http://brisbane.qld.gov.au) or call BCC on 3403 8888.

## What if I won't use my Waste Vouchers?

Any BHC residents who do not intend to use their Waste Vouchers are encouraged to donate these to BHC. BHC normally uses these vouchers throughout the year but we have not received these vouchers this year as they have gone directly to residents. If you would like to donate your Waste Vouchers you can place these in the Manager's Letter Box at your complex, or get in touch with your Housing Manager and they can collect them.

## Have you had a positive experience with BHC?

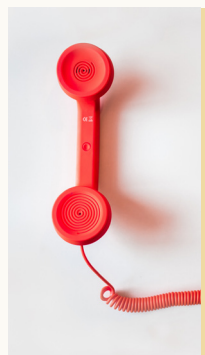
Would you like to tell someone? If you would like to leave us some positive feedback, you can write to us at [feedback@bhcl.com.au](mailto:feedback@bhcl.com.au) or write us a review on our Google page.



## COVID Check-in Survey

How has the recent health crisis impacted you? We'd be keen to hear from you. We have a short survey for you to complete to assist us to review and improve our service offering. To complete the survey:

- Email [feedback@bhcl.com.au](mailto:feedback@bhcl.com.au) for an electronic copy
- Speak to your Housing Manager or Building Caretaker for a paper version



## Contact details

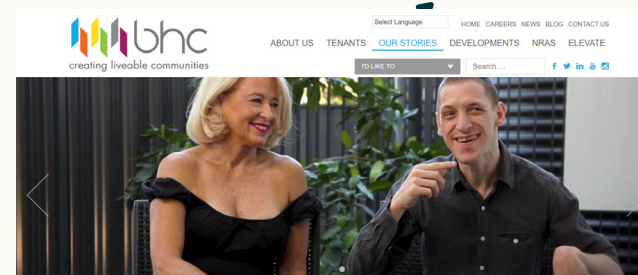
If you have changed your details recently, particularly your email address and mobile number, please let us know by emailing [reception@bhcl.com.au](mailto:reception@bhcl.com.au).

## Reporting Covid-19 Testing

If you are being tested for Covid-19 or self-quarantining due to medical advice, please let BHC know. We will make sure the appropriate staff are aware and take any action required. Don't forget, if you have to self-quarantine and need some extra help, you can contact BHC's Resident Connect Team (read more about Resident Connect on p.11).

## Your Feedback

To leave BHC feedback, lodge complaints and suggestions, please email: [feedback@bhcl.com.au](mailto:feedback@bhcl.com.au) or write to: BHC Feedback, GPO Box 544, Brisbane QLD 4001



## We love sharing the stories of our residents.

If you are keen to share your story and experience with BHC with the broader community- we would like to hear from you. Previous stories of our tenants can be viewed here: [bhcl.com.au/our-stories](http://bhcl.com.au/our-stories). To speak to our team about the story process, email [marketing@bhcl.com.au](mailto:marketing@bhcl.com.au)



## Inspections

BHC is committed to the safety of our residents, staff and contractors. Before a scheduled inspection or maintenance, please advise us if you are sick. Phone 3307 3000 and speak to your Housing Manager or another BHC staff member.

Please be aware that for your safety and theirs, our staff and contractors may choose to wear protective equipment such as masks and gloves when visiting your home.

## We're Moving!

BHC's new office is open to visitors from **Wednesday 28<sup>th</sup> October, 2020** and our new address is **Level 17, 333 Ann St, Brisbane City**.

We look forward to welcoming you to our new office!



## Resident Connect

Did you know BHC's Resident Connect program was set up to help tenants who are having a difficult time due to Covid-19? Have you been financially impacted (loss of job or reduced hours) and aren't sure where to access support? Are you feeling isolated and overwhelmed and want to get some support but don't know where to start? Maybe it's as simple as needing some extra help to access meals. Resident Connect can help put you in touch with the resources in the community which are there to help.

Contacting Resident Connect is easy:

- Speak to your Housing Manager about your circumstances and ask about Resident Connect
- Call Reception on 3307 3000 and ask to speak with someone from Resident Connect
- Email [connect@bhcl.com.au](mailto:connect@bhcl.com.au)

## Reminder: Rent increase

For many BHC tenants, there is a modest rent increase due on 1 October 2020. You will have received a letter from us in July with instructions. If you are uncertain, please speak to your Housing Manager ASAP. \*Please ensure you adjust Centrepay or bank transfers to the new rent amount\* You will also need to top up your bond to equivalent of four weeks rent. We would be most grateful if you could give this important tenancy requirement your attention.

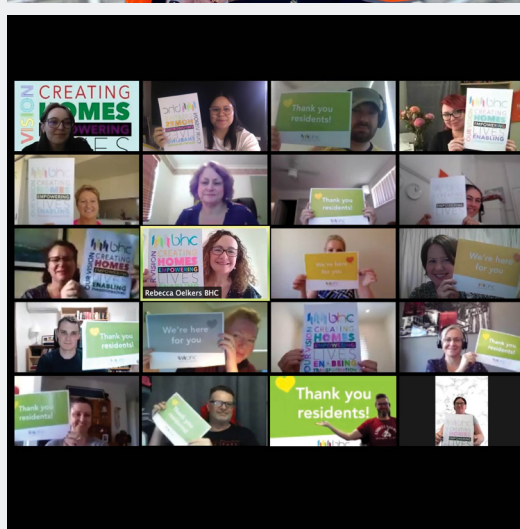
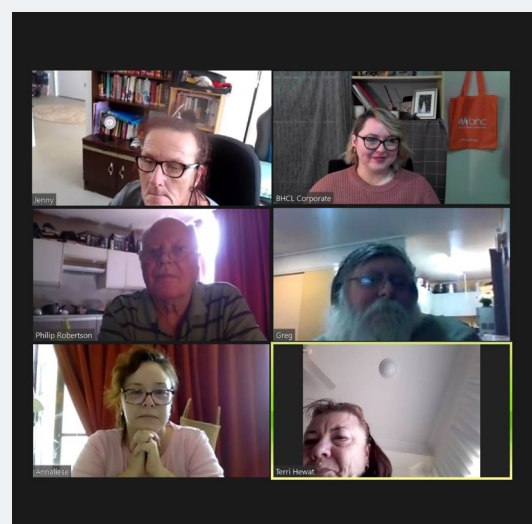
Please note: this general reminder; it does not apply to all tenants, including housed through Opal or living in Caggara House or Benson Place.

## Contact Us

Level 17, 333 Ann Street, Brisbane City  
Monday - Friday - 8:30am - 5:00pm  
Phone: 3307 3000  
Email: [reception@bhcl.com.au](mailto:reception@bhcl.com.au)  
Website: [www.bhcl.com.au](http://www.bhcl.com.au)  
Facebook: BHC Creating Liveable Communities  
Instagram: BHC\_Communities



# what have you been up to during this time? This is what we have been doing!



**Keep up-to-date!**  
**Follow us on our socials.**

 BHC Creating Liveable Communities

 @bhc\_communities