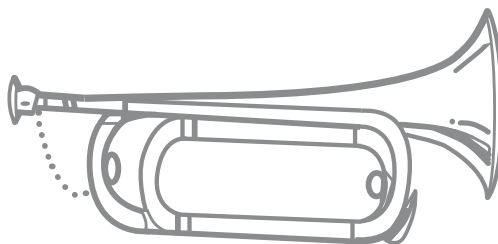


bugle



AUTUMN EDITION
APRIL 2021



**RESIDENTS ARE GIVING
BACK, CHECKING-IN &
RECONNECTING!**

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Dear readers of the Bugle,

Welcome to 2021 and our first edition of The Bugle for the year.

Since moving into the new office and adjusting back after many months working from home, the BHC team is happy to be finding our new normal. Covid and working remotely placed additional pressures on you our residents as well as our employees and contractors. Thanks to each resident who completed our quick 'Covid Check-In' at the end of 2020; the information you have shared helps us to understand the impacts of working remotely, and to consider what we might do differently should the need occur again.

Covid has limited our interactions with each other over the past year, but I encourage you to embrace events like Neighbour Day as an opportunity to reconnect. This year's Neighbour Day theme "Every day is neighbour day" resonates with me, and I think aligns with what we strive to achieve within BHC – Creating Liveable Communities. The official day was Sunday, 28 March, and our housing managers and community development manager hosted several Neighbour Day events over the month. However, it is the sentiment that we can all take neighbourly actions every day of the year that I find inspiring. Social researchers tell us that, when people know each other within their community, there is better mental health, children have increased safety, and people have more resilience if there is a disaster. I encourage you to think creatively about making connections within your community. If you would like to spark something larger scale, come

along and join our Resident Community Development Team (RCD Team); see page 12 for details of an upcoming event they will be hosting.

When we speak about involvement in the community, I often think of volunteering. I would like to say thank you and well done to all of our residents who volunteer in their communities; volunteering makes a tangible and positive impact on individuals, communities and society in general. Please take a look at our feature on volunteering on pages 4 and 5 and consider whether volunteering might be something to include in your weekly, monthly or annual calendar.

Finally, I am delighted to say that BHC has finished construction of a new building at Woolloongabba, and tenancing has commenced for the 32 apartments which includes a mix of social and affordable housing. We are particularly excited to be joining with BYS to provide safe and affordable housing for young people. As part of our commitment to create new affordable housing options for the people of Brisbane, we are presently working through designs, plans, and feasibilities for a number of new sites in Brisbane.

I hope that you enjoy this edition of the Bugle and I look forward to sharing more updates with you all throughout the year ahead.

Best regards,

Rebecca Oelkers
CEO



BHC UPDATE - CORNWALL STREET, WOOLLOONGABBA

We are excited to announce that our Cornwall Street complex is now finished and tenants are currently moving in!

This development, the first to be constructed under the Queensland Government's Partnering for Growth initiative, provides 32 new affordable homes for Queenslanders in need of safe, affordable housing; including five homes designed for young people and their families supported by Brisbane Youth Service.

Supporting residents and their communities

Refreshing BHC's strategic plan

The BHC team and Board worked together last year to refresh our strategic plan and we are proud of the robust plan we have been able to create. BHC's Strategic Plan 2021-2025 focuses on two key areas: building more homes for those in housing need and actively doing more to assist BHC residents to realise their goals.

Throughout the strategic planning process, we have utilised previous tenant surveys and other informal feedback provided by residents to help inform this strategy. Your feedback has been invaluable and your collective insights have been reflected in the plan.

Investing in programs and supports to assist our residents

A key initiative of our revitalised strategic plan is the establishment of an investment pipeline that will allow BHC to identify and directly fund programs and initiatives that create positive outcomes for residents and the communities they live in.

We hope to be able to develop programs and initiatives which may assist.

Initiatives aim to



Support residents with long term tenancy sustainment



Provide access to employment, education and volunteering opportunities



Connect residents to programs which enhance wellbeing, such as digital inclusion programs



Encourage residents to develop initiatives which enhance their communities

Accessing future initiatives

As programs and initiatives become available, most likely from mid-2021 onwards, we will share information about what these are and how residents can access them. In each edition of the Bugle, you'll find specific information about the programs and activities currently available or starting soon. We will also include information on our website www.bhcl.com.au and social media pages.

Listening to your feedback

We continue to welcome feedback from our residents - including suggestions for programs you would like considered for funding, grants that may assist you etc.

We encourage you to contact us with your suggestions, by emailing feedback@bhcl.com.au. Alternatively, you can pass on this information via our Community Development Manager Kaitlyn, phone 3307 3000.

NATIONAL VOLUNTEER WEEK

17-23 MAY 2021

RECOGNISE. RECONNECT. REIMAGINE.

Now more than ever is it important to celebrate and thank those who give up their time to volunteer. For some, volunteering is a way to give back to the community, or a particular service that has helped them in the past. For others, volunteering might be a way to stay physically and mentally active or prepare to go back into the workforce.

In Australia there are millions of people who volunteer each year, dedicating over 600 million hours to help others! National Volunteer Week gives us the opportunity to acknowledge the hard work of those volunteers and celebrate them.

This year's theme is

RECOGNISE. RECONNECT. REIMAGINE.

Recognise, celebrate and thank volunteers for the vital role they play in making our communities stronger, especially during times of need, crisis or isolation.

Reconnect to what is important by giving our time to help others or a cause we value.

Reimagine how we better support volunteers and the organisations they help so that they can continue to do the necessary work that they do.

YOU CAN MAKE A DIFFERENCE!

Thinking about volunteering but not sure where to start? Here are a few things to think about.

1. What inspires/motivates you to start volunteering?
2. What causes are close to your heart?
3. What skills do you have to contribute or learn?
4. How much time can you commit? Once a week? Weekends only?

Find a cause, group or organization you're passionate about, visit volunteeringqld.org.au or govolunteer.com.au and search for current opportunities available in the community.



DID YOU KNOW THAT EVERY YEAR ALMOST 200 BHC RESIDENTS VOLUNTEER?

We spoke to a few BHC residents who volunteer and they shared some of their experiences and suggestions for anyone considering volunteering.

“Volunteering is beneficial for my mental health and allows me to give back to the community
- Jan”

I knit beanies for the homeless. I currently have 250 at home ready to deliver to Fishers of Men (local church based group) to hand them out. Last year I made 100 beanies. I knit while watching TV and can make 2 in one day.



I've also been a Justice of Peace for the last 35 years.

For anyone thinking about volunteering for the first time, I strongly recommend it. It's such a rewarding experience.

- Pam

“I've worked for Lifeline Superstore for 10 years. I enjoy meeting new people and seeing what people donate. I often learn about things I've never seen before.
Volunteering might not be for everyone, but it always keeps me busy and I enjoy it.
- Carol”

“I flag for Lakeside Park Motorway and Queensland Motorcycle. I flag the cars as they come off the track and signal warnings.
It's great for your social life. Getting out of the house and knowing you are helping other people.
- Cheryl”

“I volunteer to keep my mind, body and soul active and positive
- Teresa”

“I have taught English to non-English speakers at Multilink for over 22 years.
Every day is different, I've met so many amazing people. I feel like I get to travel the world every day without needing a passport.
Volunteering allows you to be a part of community and step out of your comfort zone. You'll meet amazing people - just do it!
- Joan”

WHAT YOU SAID... COVID CHECK IN SURVEY RESULTS

In December 2020 BHC sent out a Covid-19 Check In Survey to all residents with a mobile number, a total of 1187 households! We had responses from more than 100 tenants, letting us know how they had been going during the Covid-19 pandemic, how they had been impacted, and how they felt BHC's service had been during the pandemic.

BHC wants to acknowledge that the Covid-19 pandemic has had, and still does have, a significant impact on the lives of many people. We encourage you to reach out for support if you need it, we have included some resources below.

Thank you to everyone who responded to the Covid-19 Check In Survey, your responses help us to improve our services and respond to the needs and concerns of residents.

75%

felt they had been kept informed about BHC's services and relevant responses to Covid-19

90%

of residents felt BHC had maintained or improved their quality of service during the pandemic

44%

of residents noted a negative impact on their general and / or mental health

27%

felt well supported by their support services

36%

felt isolated and disconnected from their community and / or friends

REMINDER

Do we have your mobile number?

In 2020 BHC used text-message notifications more to advise residents of important information or updates which needed to be communicated quickly. You can email your Housing Manager or reception@bhcl.com.au to update your details - this helps us get important information to you!

LET'S GET RECONNECTED

During the Covid-19 pandemic we have all had to change how we connect with our friends, family and even our neighbours.

When we couldn't meet with friends and family in person, many of us were left feeling isolated and alone. For those who feel comfortable to reconnect, on the next page there are some ideas about what you can do with friends and family. For those who might not be ready yet, we have included a few places where you can get support and ways you can connect without physically being together.

To find out more information about what the current restrictions are in Queensland, visit: www.covid19.qld.gov.au

THE 'NEW NORMAL'

Safety is everyone's responsibility and we all have to remember to take care.



Stay at home when sick and get tested



Maintain physical distancing (1.5m)



Where a mask when distancing is not possible (or required under Health Directions)



Maintain good hand hygiene



Collection of electronic contact details to allow for effective contact tracing



Rapidly responding to outbreaks



Travel restrictions from hot spots



COVID Safe Plan or Checklist in place

LET'S GET TOGETHER

Remember to stay Covid Safe and use the 'New Normal' guidelines (p6) when getting together. Check for current Covid-19 restrictions on the Queensland Government website at bit.ly/3w4ktrQ

- Invite someone over for a cuppa and a chat
- Host a community BBQ / Pot Luck lunch with your neighbours, everyone can bring a plate
- Explore one of the many beautiful gardens around Brisbane, like the Brisbane City Botanic Gardens, Roma Street Parkland or New Farm Park. Make a day of it and take a picnic lunch to enjoy!
- Get active and join one of Brisbane City Council's free or low cost Active and Healthy events: www.brisbane.qld.gov.au/things-to-see-and-do/outdoor-activities/active-and-healthy-events

SHARE THE LOVE

You might have a friend, family member or neighbour who is doing it tough right now and feeling really isolated. Here are a few ideas of how you might be able to brighten their day.

- Send them a letter or a card; pop it in the mailbox or slip it under their door. If you are up to it, invite them to write back!
- Leave them a care pack at their door; this could include something delicious you've whipped up in the kitchen, your favourite book / movie / tv show for them to enjoy, or even just a few every day essentials you know they'll appreciate – like tea and biscuits!
- Pick up the phone and give them a call to say hi and let them know you are thinking of them

TOGETHER WHILE APART

Everyone feels lonely from time to time, but long periods of loneliness or social isolation can have a negative impact on your physical and emotional health and wellbeing. Even if you aren't comfortable to meet with people in person you don't have to feel isolated and alone.

- The Australian Government Department of Health website focuses on your mental health during Covid-19: headtohealth.gov.au/covid-19-support/covid-19-support
- Speak to your GP about how you are feeling
- Red Cross Telecross service can provide you with a daily telephone call to check on your wellbeing. Find out if this is right for you: Ph: 1300 885 698 W: www.redcross.org.au/get-help/community-services/telecross
- Connect with friends or family through a phone call, video chat, email or even a letter
- FriendLine is a service for anyone who wants to reconnect or just have a chat. All conversations with FriendLine are casual and anonymous, with friendly volunteers you can call or chat to online.

Free call 1800 424 287

Support line open 2pm-8pm, 7 days a week

Chat online at: friendline.org.au

Online chat service open 1-5pm

Tuesday, Wednesday and Thursday



GOOD NEIGHBOUR CLEAN-UP SCHEME

Whilst Brisbane City Council's kerbside collection is on hold, the Good Neighbour Clean-Up Scheme is still available to help!

ELIGIBILITY

To be eligible, applicants must be:

- over 60 years of age and frail; and/or
- have a disability (no age restrictions apply for people with a disability).

Applicants must also:

- live in the Brisbane City Council area
- have no family, neighbours or friends who can assist, and have no access to alternative support in the home
- not have received a collection under this service in the last 12 months.

To find out more information you can phone Council on **07 3403 8888** or visit their website for more details, including a list of acceptable items!

<https://bit.ly/3qty8Wb>

ANNUAL FIRE EVACUATION DRILLS

It's that time of year when BHC completes the annual fire evacuation drills at each complex. You will receive a notice in the mail when your drill is scheduled and BHC encourages residents to participate if they can.

DO YOU NEED EXTRA ASSISTANCE TO EVACUATE?

If you have mobility issues or need extra assistance to evacuate in an emergency please talk to your Housing Manager so BHC can create or update your Personal Emergency Evacuation Plan (PEEP). It is really important that your PEEP is updated regularly to make sure you can be safely evacuated in an emergency.

BHC's trusty Asset Team are talking about some of the most common household questions and concerns.

If you have an asset question you would like to see answered in the next edition of the Bugle you can email your question to bugle@bhcl.com.au or send us a letter addressed to 'The Bugle' PO Box 544, Brisbane Q 4001.



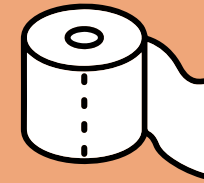
PROPER HOME WASTE DISPOSAL

When rubbish goes wrong it can be messy, gross and down right dangerous! If everyone remembers these tips it will be easy to keep the complex clean and rubbish where it is meant to be – in the bin!

- Double bag your rubbish to avoid leaks and spillage. If you do spill or have any leakage when heading to the communal bins, please make sure you clean up after yourself to keep the complex looking nice for everyone avoid someone stepping in it or slipping!
- Avoid overfilling your rubbish bags to prevent the bag tearing.
- Make sure any pet waste (e.g. kitty litter) is scooped into a rubbish bag and tightly sealed before throwing away in the bin - please do not dispose of in gardens

BLOCKAGES IN DRAINS

Recently there have been some issues with soft blockages in toilets, so the Asset Team have come up with some tips and tricks which may help you avoid these blockages or clear a blockage and avoid a costly call out to a plumber!



What's a Soft Blockage?

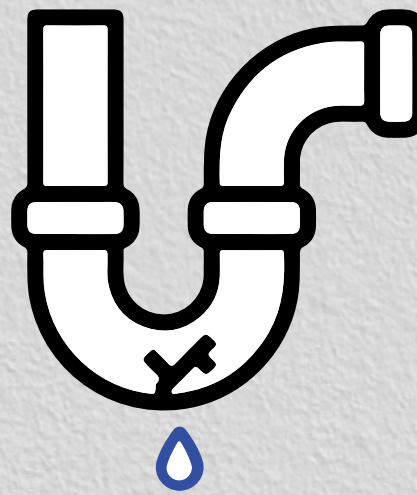
Soft blockages are an obstruction in your toilet, usually made up of excess paper or other organic matter.

How do I Avoid a Soft Blockage?

- Only flush the 3 Ps; Pee, Poo and Paper
- Do not flush sanitary products or any kind of wipes down the toilet as they can cause blockages; even 'flushable' wipes do not break down in pipes!
- Use the full flush button for number two's and if you're not sure flush it again.

How do I unblock soft blockages without calling a plumber?

- Fill toilet up with hot water
- Use a toilet plunger – you can buy one from Bunnings starting from around \$5 **OR**
- Use a coat hanger or similar solid object to push blockage past the s-bend then remove coat hanger / alternative item
- Use an extra two full flushes after the blockage has been cleared



If you notice any water leaks in your home, be sure to report to your Housing Manager ASAP!

MOISTURE AND MOULD

How do I reduce moisture and stop mould in my unit?

The best way to prevent mould and damp is ensure your home is dry and well ventilated. Following some simple steps can help reduce the chance of mould and moisture build up:

- Open doors and windows to allow air circulation, particularly in bathrooms.
- Don't stack boxes or other items against outside walls, especially walls that don't get a lot of sun.
- Dry clothes outside. Wet clothes can be a major reason for damp and mould developing! Not everyone has access to an outdoor drying area, so if you do need to dry your clothes indoors, ensure a window is open to provide ventilation.

- If you are doing something which will create a lot of steam (e.g. boiling the kettle, having a shower, or cooking) make sure you open a window – especially in the winter months! If you have an extractor fan this can really help reduce the moisture, and opening a window can help prevent the moisture from spreading into other rooms.

What cleaning solutions can I use for mould removal?

- Anti-bacterial spray
- Clove/tea tree oil
- Bicarbonate of Soda and Vinegar- In a jug mix an equal amount of water and white vinegar. Add in bicarbonate of soda (2 parts soda to one part vinegar water) and mix well to make a paste. Apply the paste to the mouldy areas and use a damp cloth to scrub at the mould.

WHAT'S ON?



Bauhaus NOW: Now until 18 April, Museum of Brisbane, Level 3, Brisbane City Hall, Brisbane City

Bauhaus Now brings to life the little-known story of how revolutionary ideas of the Weimar Republic in Germany influenced modernist art, design and architecture in Brisbane and Australia.

Book FREE ticket: www.museumofbrisbane.com.au/whats-on/bauhaus-now/



ANZAC DAY: Sunday 25 April

ANZAC Day commemorations will return to Queensland this year. Check out Brisbane City Council's website closer to the date for a list of events happening in your area: www.brisbane.qld.gov.au/whats-on-and-events



The BHC Resident Community Development (RCD) Team Welcome Event: Thursday June 17

BHC's Resident Community Development (RCD) team invites you to learn about the team and how you can get involved. Together we can work to make a positive impact in the BHC community! Find out more on Page 12 of the Bugle.



Cut Copy: Brisbane music posters 1977 - 87: Now until May 9 State Library Queensland, Brisbane. Entry FREE, 10am-5pm daily.

Discover music posters and handbills from State Library's collections. Explore their do-it-yourself design and recall the bands and venues of Brisbane's independent music scene of the 1970s and 80s. Learn more: www.slq.qld.gov.au/whats-on/cut-copy-brisbane-music-posters-1977-87



National Reconciliation Week: May 27 - 3 June

Reconciliation Australia's theme for 2021, More than a word. Reconciliation takes action, urges the reconciliation movement towards braver and more impactful action. This year marks twenty years of Reconciliation Australia and almost three decades of Australia's formal reconciliation process. Learn more: www.reconciliation.org.au



NAIDOC Week: 4 - 11 July

Each year, NAIDOC Week is an opportunity for all Australians to come together to celebrate the rich history, diverse cultures and achievements of Aboriginal and Torres Strait Islander peoples as the oldest continuing cultures on the planet. Learn more about NAIDOC Week and the meaning behind this year's theme 'Heal Country': www.naidoc.org.au/

COVID-19 VACCINATIONS

Covid-19 vaccinations have arrived in Queensland and will be made available across five phases (1a, 1b, 2a, 2b and 3). Phase 1b is currently open and eligible people can now book their vaccination.

The Queensland Government has outlined the 1b phase below.

Phase 1b will offer the vaccine to:

- elderly adults over 70
- other health care workers
- Aboriginal and Torres Strait Islander people over 55
- younger adults with an underlying medical condition, including those with a disability
- critical and high risk workers including defence, police, fire emergency services and meat processing

To find out what phase you are eligible for or to book a vaccination, visit www.qld.gov.au/covid19vaccine or contact 134 COVID (13 42 68)

CAN WE HELP SHARE YOUR STORY?

We are always looking for residents willing to share their story. We are looking for residents from all different backgrounds and experiences who would be willing to have some photos taken and share their experience with us so that we can show the community just how important a safe, secure and affordable home is!

If you would be willing to share your story or would just like some more information about what is involved, please get in touch with us at tenantevents@bhcl.com.au, or call the office on 3307 3000 and ask for Corrine.

NOTICEBOARD

GOING DIGITAL (AGAIN!)

As we continue to see restrictions ease for Covid-19 we will be moving back to providing the Bugle to tenants online and in shared common areas at their buildings. Beginning next edition when the Bugle is ready:

- If there is a noticeboard at your complex we will put a poster up when the Bugle is ready
- If you do not have a noticeboard at your complex you will get a text message to let you know the edition is available and there will be a link to view the Bugle online!

If there is a common room at your complex or an office you can find a copy of the Bugle there. You can also sign up to receive an email when the Bugle is ready – just visit the BHC website.

Prefer a hard copy of the Bugle?

If your building has a common room or your manager has an office on-site, you can find a copy of the latest Bugle there. You can also register your details with us and we can send a hard copy straight to your mailbox! Simply call the office on 3307 3000 and ask for Kaitlyn or email bugle@bhcl.com.au

NEW PHONE? NEW EMAIL?

Don't forget to update your details with BHC.

If you have changed your details let us know, you can email reception@bhcl.com.au (please include your address and what detail has changed) or let your Housing Manager know directly.

CONTACT US

Level 17, 333 Ann Street, Brisbane City
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.

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 Queensland 4001



THE BHC RESIDENT COMMUNITY DEVELOPMENT (RCD) TEAM

Welcome Event



With Covid-19 restrictions easing, the RCD Team is excited to get back down to business and invite residents from across the BHC community to get involved.

What is the RCD Team about? BHC invites residents to get involved and see how we can work together to make a positive impact in the BHC community!

Join the RCD Team for a special event where you can learn what being part of the RCD Team is like, find out what the Team have been working on, and see if you would like to be involved moving forward.



SAVE THE DATE

June 17th 2021
More information to come!

This will be a covid safe event in line with current covid restrictions.

WHAT WE'VE BEEN UP TO!

WELCOME PACKS!

This year the RCD Team have finalised the Community Welcome Packs for new residents (delayed due to Covid-19)

BHC Complaints and Feedback Process

The RCD Team have worked with staff to share valuable input and a tenant perspective as BHC reviewed its current Complaints and Feedback Process.

