

SPRING EDITION
SEPTEMBER 2021



SUPPORTING OUR *community*

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LETTER FROM THE CEO

Dear residents

This edition of The Bugle is being produced remotely whilst South East Queensland is in lockdown, but I am hoping that by the time this edition is in your hands (or on your computer), the lockdown will have finished.

It is a challenging time; thank you to our residents who are staying home, especially those with extra isolation and quarantine requirements. We all need to be mindful of our physical and mental wellbeing, particularly at times like this. There are numerous resources and strategies to assist - QHealth has some excellent ideas and our Resident Connect Team is also on hand as a referral service and to organise resources; please feel free to contact us at connect@bhcl.com.au or 3307 3000.

I want to assure you that even when we are in lockdown and the BHC office is closed, we still aim to be available to respond to resident requests. Whilst some planned maintenance is held over, we will certainly act on emergency maintenance matters and our Operations team is available to assist with our other tenancy matters. You can stay in touch with us via email reception@bhcl.com.au or phone 3307 3000 as well as through our website www.bhcl.com.au and also follow us on social media.

On a positive note, I am truly excited by the work of the Resident Community Development (RCD) Team, including the events recently held for residents. In the coming year, BHC will have a great focus on community development and I am looking forward to the valuable contributions of the RCD Team, working closely alongside BHC staff.

I am also extremely proud to announce that, with the support of the Board, we have set up the BHC Impact Fund. This fund will provide direct support to assist residents with things like training, education, volunteering and other life goals. Have a read of the information on the Impact Fund in this edition of the Bugle. Importantly, this fund is supported by the profits made by our social purpose real estate agency Elevate Residential. We established Elevate to generate income to support BHC's affordable housing provision and our residents and it is great to see these profits going to such a great fund.

In this edition of the Bugle, I hope you enjoy reading the results from the Tenant Survey, photos from the RCD Team Event and tips from our Asset Team. Most importantly, I hope you are feeling safe and secure in your homes; please continue to be kind to yourself, family, friends and neighbours during these challenging times.

Rebecca Oelkers
CEO



ANNOUNCING
BHC'S IMPACT
FUND

DIRECTLY INVESTING
IN PROGRAMS
AND SUPPORTS TO
ASSIST RESIDENTS
ACHIEVING THEIR
LIFE GOALS

We are proud to announce the creation of the BHC Impact Fund, an annual commitment of a minimum of \$150,000 that will allow us to identify and directly fund initiatives that create positive outcomes for our residents and their communities.

Providing safe and affordable housing is our number one priority, however, we know for many, accessing housing is just the beginning of their journey. The BHC Impact Fund is our commitment to actively assisting our residents to reach their potential and to live their lives with dignity and hope.



The Impact Fund will provide BHC residents with important access to programs and services in the following areas:

Tenancy sustainment and progression- initiatives to support residents experiencing mental health concerns, domestic violence and other complex issues that can lead to tenancy breakdown.

Employment skills and participation- providing access to training, education and volunteering opportunities for people of all ages and abilities.

Enhanced resident wellbeing- ensuring residents are able to access services and initiatives that promote health, wellbeing and inclusion.

Cohesive communities- ensuring residents feel positive about their communities and are connected to relevant facilities and activities.

IMPACT FUND INITIATIVES FOR THE COMING YEAR INCLUDE:

- 1. Art Program**

Commencing in August, residents can attend a three-month art therapy program, facilitated by Community covering a range of art styles and processes. Hosted at the New Farm Neighbourhood Centre, with transportation assistance available, residents are welcome to join at any time in the program. Contact Kaitlyn at tenantevents@bhcl.com.au or 3307 3085 if you are interested or would like further information.
- 2. Resident Employment and Participation Coordinator**

An exciting new resource who will work alongside interested residents to assist them in realising their employment, learning and participation goals. This position is due to commence in October and will be available for all residents. Stay tuned for more updates!
- 3. Grants Program**

There will be three grant programs open to residents, they are designed to assist residents experiencing financial hardship to reach their goals. The three grant programs include:

 - a. Educate and Participate Grants- to assist with funding education, employment or participation opportunities.
 - b. Connect Grants- to support access to digital technologies such as computers, training or connection costs.
 - c. Kickstart Grants- to fund small items such as work boots, uniforms, transport costs, as well as projects that strengthen communities.

To find out more details about these initiatives please visit the BHC website, speak with your Housing Manager or contact the Community Development Team.

LISTENING TO YOUR FEEDBACK

We welcome feedback from our residents about the Impact Fund- including suggestions for programs you would like considered for funding, or grants that may assist you. We encourage you to contact us with your suggestions, by emailing feedback@bhcl.com.au. Alternatively, you can contact our Community Development Team on 3307 3000.

We know that the homes we provide create a critical platform for people to move forward with their lives, however, we also know that for many of our residents they have a need for much more than just a roof over their head.

To empower people and help them to transform their lives, they also need support, and opportunities to participate in employment, training, social and community activities. This is the purpose of the Impact Fund.

- Rebecca Oelkers, CEO

YOUR FEEDBACK IS IMPORTANT!

2020 Tenant Satisfaction Survey Results

BHC would like to thank all residents who completed their Tenant Satisfaction Survey in 2020. We know this is a big survey and we appreciate each and every resident who completes this for us. Thank you for taking the time to share your feedback with us, and congratulations to the winners of the Tenant Satisfaction Survey draw! Don't forget, if this is your year to complete the survey you can go in the draw to win up to \$300 by returning it by the due date!

Whether it's positive feedback, or letting us know where we can improve, all feedback is important and helps BHC to provide better service and to better understand what is going on for our residents. Here is what you told us!

“THANK YOU FOR HELPING ME BHC. I LOVE MY HOME IT'S SAFE, COMFORTABLE FOR ME. TO GET A HOME IT HELPS MY MENTAL HEALTH. I ASK FOR HELP, I'M NEVER ALONE, LIVING HERE I'M NEVER ALONE AND HAVE A PLACE I CAN CALL HOME.”

Did you know only

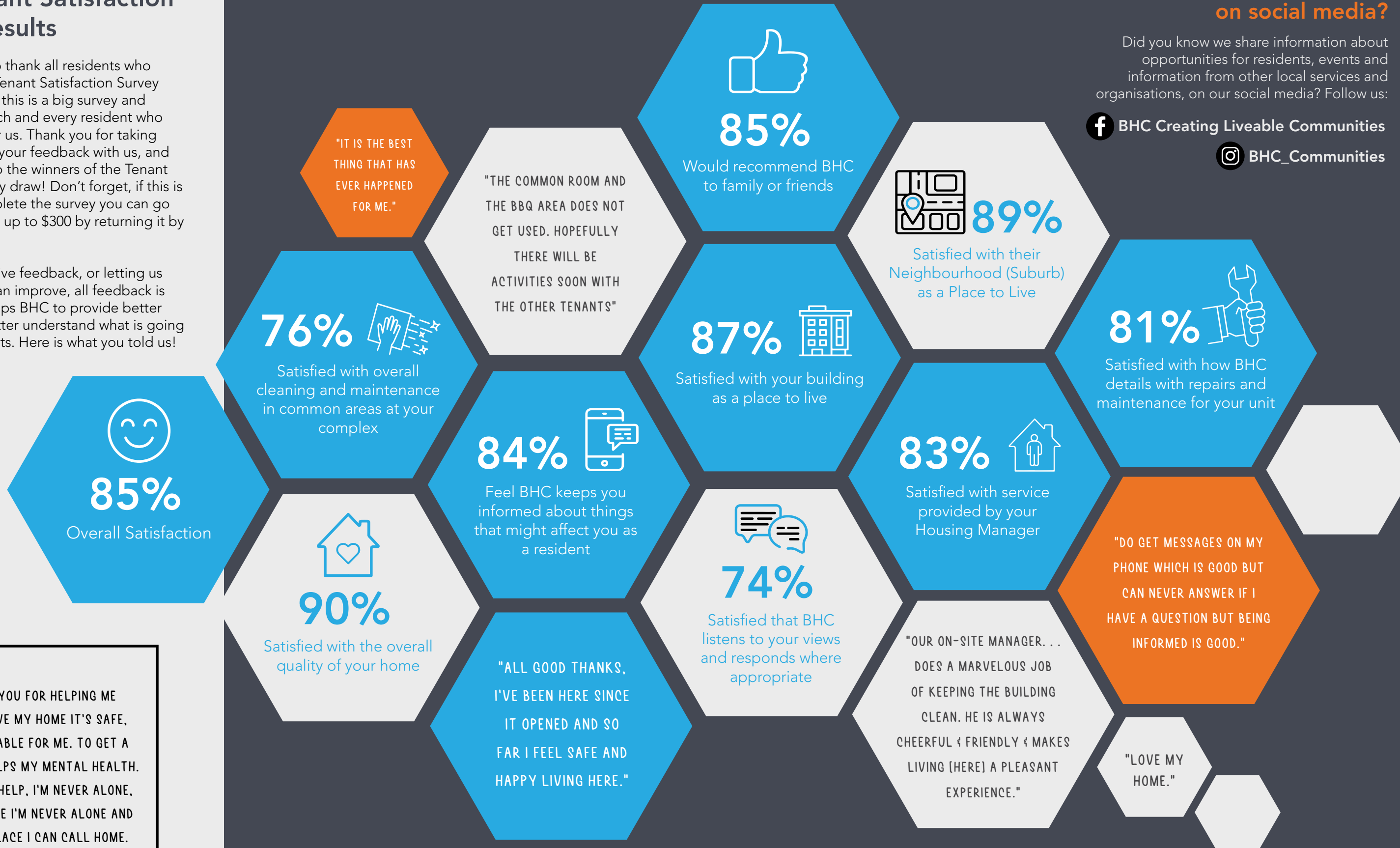
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residents connect with us on social media?

Did you know we share information about opportunities for residents, events and information from other local services and organisations, on our social media? Follow us:

f BHC Creating Liveable Communities

@ BHC_Communities



RCD WELCOME EVENT - JUNE 2021

Reconnecting Community

Back in June, BHC and the Resident Community Development (RCD) Team invited residents from across the BHC community to come together! At this event the RCD Team not only showcased the new Community Welcome Packs they created, they also asked residents for ideas about what they would like to see the Team work on next. It was a great opportunity for BHC staff and residents to RECONNECT, enjoy some good food and make some new connections. The RCD Team was thrilled to meet so many residents and even found a few new members to join the RCD Team!

Thank you to all the residents who came along to join us on the day, thank you to the RCD Team for planning this great event, and thank you to the fantastic Hope Street Café for the yummy food!



COMMUNITY SPOTLIGHT

Hope Street Cafe

The Hope Street Café is a community focused social enterprises who want to facilitate social change by providing opportunities for people. Run by Micah Projects, Hope Street Café believes the effect you have on others is the most valuable currency there is. Find out more about them here: hopestreetcafe.com.au



COVID-19 LET'S BE READY!

BE PREPARED

1. Have supplies ready: make sure you have access to hand sanitizer, face masks, cleaning wipes, tissues, hand wash and any medication you rely on.
2. Identify your support network: talk to your support worker, family, friends or neighbours and discuss who could provide assistance (e.g. help with groceries) if you can't leave your home. If you aren't sure, you can chat to BHC's ResidentConnect team who can connect you with support.
3. Try home delivery: familiarising yourself with home delivery options for groceries and other essential items in advance will make the process less daunting if you need to isolate.

TIPS FOR MAKING IT THROUGH SELF-ISOLATION

If you are required to self-isolate it can feel overwhelming. Here are some tips to help you through.

1. **Keep to your routine:** wake up and go to bed at your usual time, enjoy your usual meals like breakfast, lunch and dinner!
2. **Enjoy the extra time:** try your hand at a puzzle, baking or drawing.
3. **Keep social:** try to make at least one phone call a day to a family member, friend or even a social connection hotline
4. **Move your body:** workout, stretch or dance to your favourite song.
5. **Fresh air and sunshine:** open the windows and doors daily to let fresh air in.
6. **Ask if you need help:** if you require further support you can contact:
134COVID: 134 268
The QLD Government's Community Recovery Hotline: 1800 173 349
BHC's ResidentConnect team: 3307 3000 or connect@bhcl.com.au

COMMUNITY SUPPORT SERVICES & ADDITIONAL HELP

There are numerous agencies offering social conversations, crisis support and helping to provide essential items.



Friendline: for anyone needing a social chat - 1800 424 287



Care Army: assistance arranging essential items or care - 1800 173 349



Australian Red Cross: link you with other members of your community through activities or social phone calls - www.redcross.org.au/get-help/community-services/companionship-social-support



Lifeline: crisis support, suicide prevention, mental health support and emotional assistance - 13 11 14

QLD Health Covid-19 Community Support: further information about emotional, financial and community support services available - www.qld.gov.au/community/disasters-emergencies/covid-19/support-communities/covid-19

For general information about Covid-19 including testing, vaccinations, restrictions & hotspots you can call the QLD Government's COVID-19 Hotline on 13 42 68.

It is important to be prepared in case Brisbane increases restrictions, we go into lock-down (again) or you are identified by Queensland Health as a close or casual contact of someone with COVID-19.

Make sure you are following all directions provided by Queensland Health and stay aware of the latest restrictions. For current restrictions, visit:



www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions

VACCINATION ELIGIBILITY & LOCATIONS

To check your eligibility for a Covid-19 vaccination and to locate a clinic near you, visit the Department of Health website.

This information is available in over 60 languages!



www.health.gov.au/initiatives-and-programs/covid-19-vaccines

FEEL REASSURED

BHC have processes in place in the event a Covid-19 case is detected at one of our properties. Please be assured we are committed to keeping you safe and informed.

Thank you to all of our resident's for continuing to practice social distancing and being mindful of health advice during these times.

ASSET CORNER

LOCK MAINTENANCE & SAFETY

From time to time, the privacy lock (either turn lock or push lock) on the bathroom or bedroom doors can accidentally lock.

If you ever find yourself in a situation where you are unable to open your bathroom or bedroom door- have a look either underneath or above the door handle to see if the privacy lock has latched by mistake. If this is the case- you can easily unlock and open the door. If it is a maintenance issue- the lock will be faulty and if you find yourself unable to open the door even after checking the locks, please ring your Housing Manager. If you notice your handles or locks are becoming difficult to operate please let your Housing Manager know so any issues can be rectified before it becomes a larger problem.

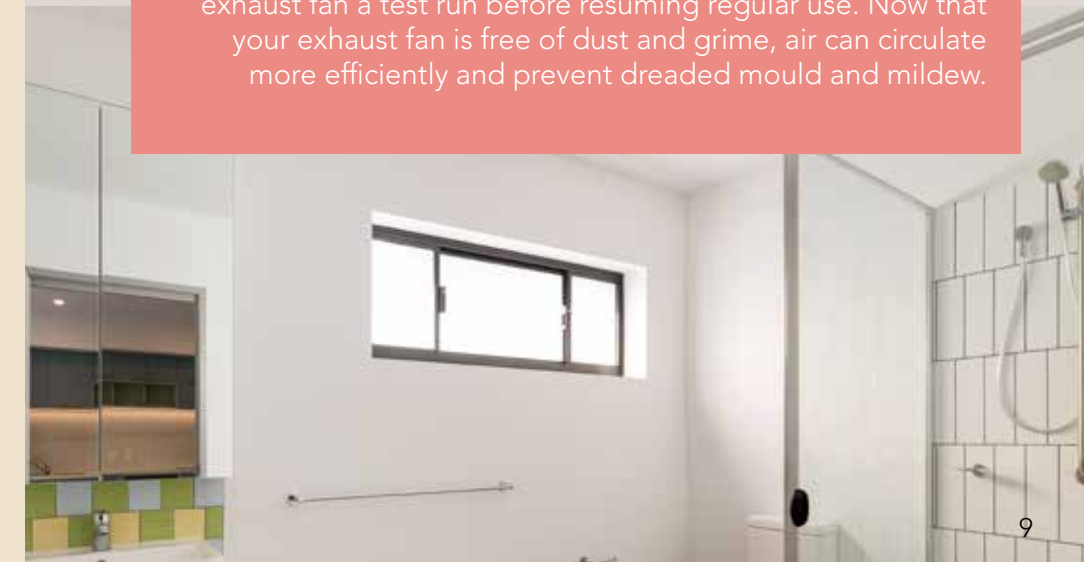
REPORTING MAINTENANCE

Don't forget to report any maintenance to your Housing Manager during or before your regular routine inspections. If you have an urgent maintenance issue please contact your Housing Manager immediately to report this.

BATHROOM EXHAUST FANS

It's very important to run the exhaust fan in your bathroom whenever you shower or bathe, and for 15-20 minutes afterward to remove excess moisture that can cause mould and mildew to form. It's recommended to clean your bathroom exhaust fan at least once per year. This is an easy thing to do at home. Here are some tips for cleaning your exhaust fans:

Take a vacuum attachment wand to vacuum the vent/grill. You can also use a damp cloth if using a stepladder. After the cover is cleaned, give the newly cleaned bathroom exhaust fan a test run before resuming regular use. Now that your exhaust fan is free of dust and grime, air can circulate more efficiently and prevent dreaded mould and mildew.



WHAT'S ON?



City in the Sun: Now until February 2022
Museum of Brisbane, Level 3, Brisbane City Hall, Brisbane City

City in the Sun uncovers and re-imagines Brisbane's subtropical image. Showcasing large-scale new contemporary artworks alongside historical imagery. This colourful exhibition provides playful reinterpretations, flamboyant re-imaginings and quiet reflections, proposing exciting new images of Brisbane's subtropical identity today.



BRISFEST 2021 - Messengers of Brisbane: 3 - 25 September
BOQ Festival Garden, Eagle Street and Northshore, Hamilton

By popular demand! If you didn't get a chance to see these glorious Gouldian Finches last year, don't worry they'll be back across Brisbane this September.



BRISFEST 2021 - LOST: 3 - 25 September
West Village, 111 Boundary Street, West End

An enchanting wonderland of extinct and endangered floral illuminations will glow in the garden at West Village this September. Created by Australian artist Amanda Parer, these large botanicals are a celebration of nature in its most beautiful forms, seemingly grown in place.



BRISFEST 2021 - Riverfire: 25 September
Brisbane River and surrounds.

Sunsuper Riverfire returns this September to ignite our skyline and wrap up three incredible weeks of Brisbane Festival for yet another year. Visit the website closer to the event for vantage points, transport and event details: www.brisbanefestival.com.au



Queensland Mental Health Week: 9 - 17 October

Take time for mental health this Queensland Mental Health Week. QMHW encourages all of us to think about our mental health and wellbeing, regardless of whether we may have a lived experience of mental illness or not, and encourages help seeking behaviours, when needed.



Garage Sale Trail: 13 - 14 and 20 - 21 November

Garage Sale Trail is the nation's biggest weekend of garage sales. Households, community groups, charities, schools, local businesses, even whole streets get involved! For tips and more, visit: www.garagesaletrail.com.au

INCOME REVIEWS & TENANT SURVEY WILL BE OUT SOON

Keep an eye on your letterbox for the Annual Income Reviews, these will be sent in October and are compulsory for all residents to complete. Half of our residents will also receive the 2021 Tenant Satisfaction Survey, we look forward to receiving your feedback. Don't forget, if you complete and return your survey by the due date you can win up to a \$300 voucher!



BIRDIE AND THE VIRUS - CHILDREN'S BOOK

Children's Health Queensland have developed a storybook to help young children understand Covid-19 and how they can stay safe. Visit their website to view the storybook online or to purchase a hard copy: www.childrens.health.qld.gov.au/covid-19-birdie-virus

LOCKED OUT?

If you are locked out during business hours please call BHC Reception on 07 3307 3000, if there is a key available you can collect it from BHC's Head Office. For after hours lockouts or should you be unable to collect a key from Head Office, you can contact a locksmith at your own expense - please note the locksmith must not change the locks.

FREE CALLS FROM PUBLIC PHONES

Telstra have announced their payphones are now free to use when calling any landline or mobile number within Australia! Free calls from public phones will make connecting with family, friends and support services easy and accessible for everyone! To find locations of public phones visit www.telstra.com.au/consumer-advice/payphones

ARE YOUR CONTACT DETAILS CORRECT?

It is essential that BHC have your correct contact details so we are able to communicate any important information, particularly in these times. If you have changed your contact details or would like to check which ones we have on file please speak to your Housing Manager directly or call Reception on 07 3307 3000.



SPRING CLEAN

It's the time of year when many of us will be decluttering and spring cleaning our homes, here are the top tips from BHC's Admin Team:

- Completely empty one cupboard or small area at a time and place all the items on your bed, that way you'll be forced to follow through and finish sorting it by the end of the day!
- Clean your microwave by heating a bowl of water (add a slice of lemon if you'd like) on a medium setting for 2 minutes. Once it's done you can easily wipe the inside clean!
- Place a small, uncovered bowl of bicarbonate soda in your fridge, this will absorb any excess moisture and get rid of any lingering bad smells

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

Q AND A

Meet the Residents Behind the RCD Team

Meet Adrian, Mitchelton resident and RCD Team member. Adrian has been a part of the Resident Community Development Team for 2 years and a BHC resident for 4 years! Adrian got involved in 2019 after first hearing about the RCD Team at the 2018 Tenant End Year Celebration.

What is Your Favourite Part of the RCD Team?

The chocolates. Oh you want me to be serious? Um ... Being part of the team that organises and runs events for residents.

What are You Most Looking Forward to Working On?

Any activities that build community with and for residents. My particular favourites are the BHC wide events (e.g. lunches) and sustainability events in my own building e.g. guerrilla fruit and veggie gardening in communal areas.

What Would You Say to Anyone Thinking About Joining?

Give it a go! You can always quit if you decide it's not your thing.

Tell us Something Fun or Interesting That Others May Not Know About You.

I'm a climate action protester. So far I haven't been arrested. And I'm very happy to be living in a fairly cool studio unit that doesn't need air conditioning in summer as our climate gets warmer.

