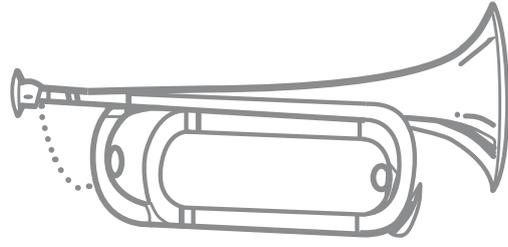
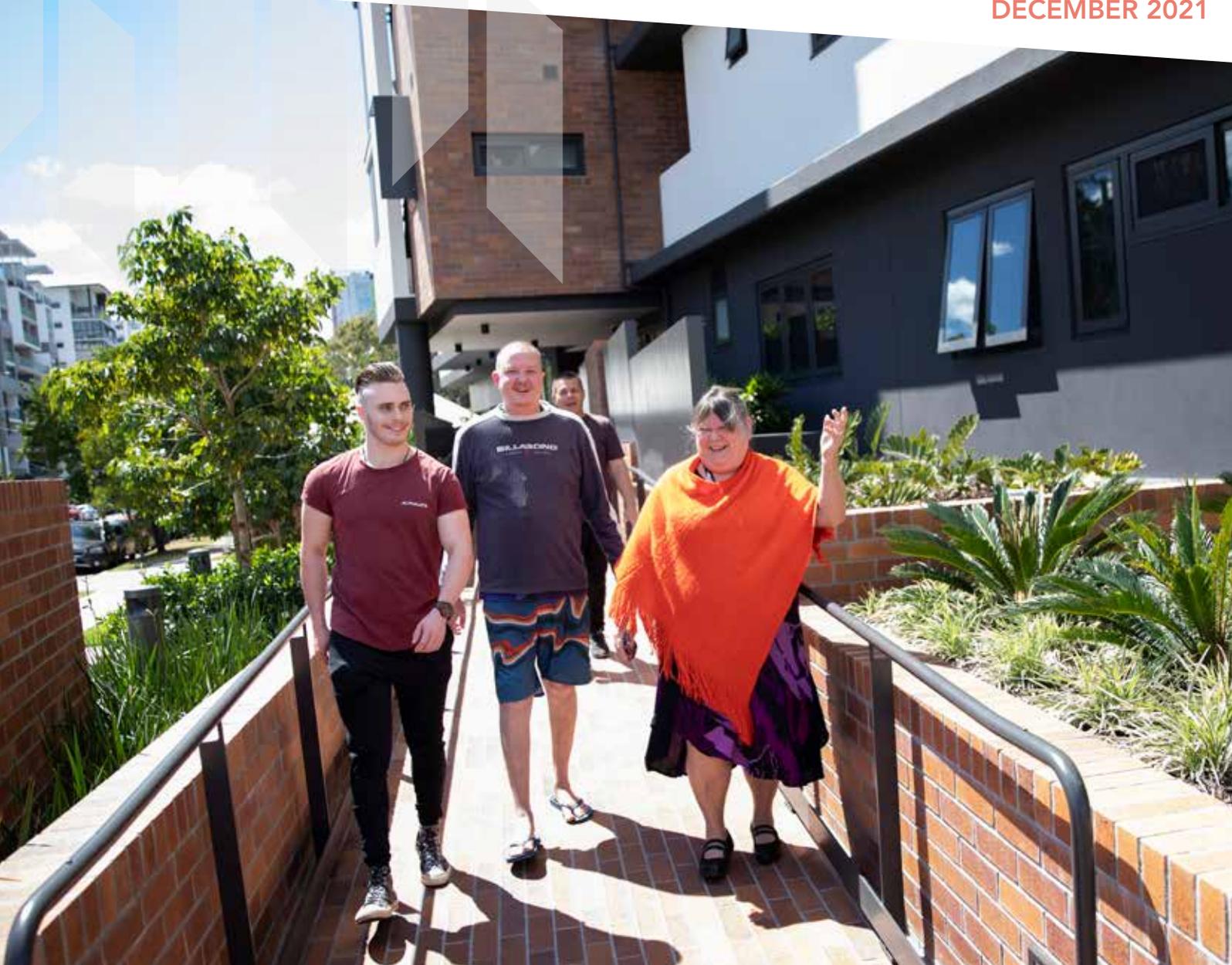


bugle



SUMMER EDITION
DECEMBER 2021



**Welcoming a New Year of
New Opportunities!**

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Dear readers of the Bugle,

I would like to congratulate each and every tenant for making it through 2021. It was another year of uncertainty due to COVID, and I suspect we have all been impacted in some way.

At BHC we understand that some of our residents do feel isolation and loneliness, and I think the restrictions this year have only increased these feelings. I am also acutely aware that the festivities of the holiday season can highlight past hurts or the sense of being alone. If this is you, I encourage you to take a look at some of the self care tips mentioned on page 6 of the Bugle. For those of you who find this a difficult time of year, please know I am thinking of you.

When I look back at 2021, I am immensely proud of BHC's achievements: we have opened a new development at Woolloongabba; with our ResidentConnect program we assisted people who needed support for food, rent assistance or community connections; we continued our work to identify sites and options to increase the supply of affordable housing; and we celebrated the work with our community partners including Community and BYS to sustain tenancies.

With support from our for purpose real estate agency, Elevate Residential, we also launched our grant program to support our residents towards their training, employment, technology and connection goals. Congratulations to those residents who were successful with their applications. More details are on page 4.

I was delighted with the work of the Resident Community Development Team (RCD Team) this year, in particular for hosting an excellent tenant event in June and launching the Welcome Packs for new residents.

On behalf of the Board of Directors of BHC, our staff and contractors, I wish you, your friends and family a safe and peaceful time this holiday season.

Best regards,

Rebecca Oelkers
CEO



Office Closure Over the Christmas Period

The BHC office will be closed from **12:00pm Friday 24th December 2021** and will reopen at **8:30am on Tuesday 4th January 2022**. We wish all residents a safe and happy holiday period.

If you have a **maintenance emergency** during the office closure, **please call the main office on 3307 3000** to be redirected to the after-hours emergency line. Please be aware that during the shutdown period tenants will generally need to be at home to give access to trades if they need to attend for emergency maintenance as keys won't be as readily available from BHC.

Examples of Emergency Maintenance

- Burst pipes or significant water leaks / flooding
- Significant damage to the property (including storm damage, fire damage or vandalism)
- Blocked or broken toilets
- Loss of essential amenities (e.g. water, cooking / heating, extended loss of electricity)
- Dangerous electrical faults
- Damage which poses a threat to people's safety and wellbeing
- Lift not working, or any damage / incident which blocks access to or from the property

If you need to contact BHC about something which is not an emergency, please contact us when the office reopens on Tuesday 4th January 2022.

Your Rent

Even though the BHC office will be closed from midday 24th December 2021 until 4th January 2022, rent payments will still be processed as normal. Not paying your rent during this period could put your tenancy at risk. If you have a concern about your rent, please speak with your Housing Manager ASAP.

Policelink

If there is a crime, noise complaint, anti-social behaviour, or you feel that your personal safety is at risk, please contact the police.



How to Access Your Covid-19 Proof of Vaccination

It's easy to share your Covid-19 Vaccination Certificate with the Check In QLD app! Visit the Queensland Government Unite & Recover page for how-to guides and video instructions.



www.covid19.qld.gov.au/check-in-qld/digital-vaccination-certificate

What If I Am Having Trouble?

If you are still having trouble putting your Covid-19 Vaccination Certificate on your phone, you may be able to get assistance from:

- Your local library
- Your local GP

What If I Don't Have a Smart Phone or I'm Not Online?

You will need to carry a copy of your immunisation history with you as proof of vaccination. This will need to be shown on request. To get a hard copy of your immunisation history you can:

- Visit your GP and ask for a copy of your Immunisation History
- Call the Australian Immunisation Register on 1800 653 809 to request a copy
- Print a copy of your Covid-19 Vaccination Certificate from your MyGov (Medicare) account



ARBOR WINS UDIA QUEENSLAND AWARDS FOR EXCELLENCE

We are delighted to announce that BHC won the Seniors Living category for Arbor Sherwood.

Our vision for Arbor was to create a truly affordable retirement option for people to enjoy- a home where residents could enjoy their retirement in a way they truly deserved. We are so proud that this vision has come to light at Arbor, a beautiful retirement village. Close to all the amenities residents could ask for, Arbor is located in the lush, tree-lined suburb of Sherwood.

We are incredibly proud of Arbor and the community that has been formed here.

BHC IMPACT FUND GRANTS PROGRAM: ROUND 1 2021/2022

Supporting residents to reach their potential and achieve their goals

September - October 2021 marked Round 1 of the BHC Impact Fund Grants. BHC saw numerous applications from residents across the portfolio for both the Educate and Participate Grant and the Connect Grant. Applications were made for a range of things, including purchasing technology equipment (e.g. laptops), payment of education course fees, school resources charges and extracurricular activities for kids – just to name a few! BHC was thrilled to award just over \$10,000 amongst thirteen successful grant recipients.

The Impact Fund Grants Program was created to assist BHC residents facing financial difficulty to reach their goals around education, employment, participation and digital connection. We congratulate all our Round 1 Grant recipients and thank everyone who applied. Read on to hear from Belinda, one of our Connect Grant recipients, as she shares her experience with the BHC Impact Fund Grant Program.

The Impact Fund is supported through contributions by Elevate Residential. Thank you to all the Elevate property owners for their vital support.

13 GRANT RECIPIENTS
\$10,000 AWARDED

Belinda's Story

In October 2021 Belinda became one of BHC's first Connect Grant recipients through the Impact Fund Grant Program. After finding out about the grant program from her Housing Manager, Belinda completed an application and sent it through to BHC with her supporting documentation for assessment. Once the grant round closed in October, all applications were presented to the Grant Evaluation Panel. Belinda's application was assessed alongside the other Connect Grant applications. In late October BHC was thrilled to let Belinda know her application had been successful and shortly after sharing this exciting news, we sat down with Belinda to find out exactly what receiving the Connect Grant will mean for her.

Since beginning her tenancy with BHC two years ago, Belinda has wanted to undertake further studies and education to create new employment opportunities, but she did not have access to a computer to do this. When Round 1 of the BHC Impact Fund Grants Program opened in September 2021, Belinda's Housing Manager encouraged her to complete a Connect Grant application for a laptop so she could begin her studies. Whilst applying for a grant might feel overwhelming, Belinda said that the application form gave her examples and information which assisted her in completing it correctly.

Thanks to the Connect Grant, Belinda is now the proud recipient of a new laptop and is looking forward to achieving her education and



employment goals. She plans to enrol in an Aged Care course next year and will be undertaking an online Responsible Service of Alcohol course, which will support her career in the hospitality industry.

Belinda says she would encourage all BHC residents to apply for one of the Impact Fund Grants (Educate & Participate Grant or Connect Grant) as they can support people to achieve or even enhance their goals, increase their success and become a better person.

Congratulations again Belinda, we wish you all the best with your upcoming studies!

REMINDER:

BHC Grant's Program Round 2 Opening Soon

Round 2 of BHC's Grants will open **Monday 10 January 2022** with applications closing on **Friday 4 February 2022**.

The following grants are being offered to BHC residents:



EDUCATE AND PARTICIPATE GRANTS

Designed to assist residents to fund education, employment or participation opportunities



CONNECT GRANTS

Supporting residents to access digital technologies such as computers, training or connection costs.

Please speak to your Housing Manager or the Community Development Team for more information about these grants, or assistance with your application.

You can find out more here www.bhcl.com.au/impact or scan the QR code.



AVAILABLE NOW

Kickstart Grants

BHC's Kickstart Grants provide support for residents experiencing financial difficulty to fund "small ticket" items that support their participation, health and housing outcomes. Items that could be funded are broad and could include items such as uniforms, back to school costs, travel cards, small household goods, as well as small projects that strengthen the communities of our residents. There is a maximum of \$350 available for each application.

This grant is available **ALL YEAR ROUND**, so you can apply at any time!

Please speak to your Housing Manager or the Community Development Team for more information about this grant, or to apply. You can also find more information on the BHC website, visit bhcl.com.au/impact/grants-program or scan the QR code.



10 tips to take care of you this holiday season

Mental health and emotional wellbeing doesn't take time off during the holidays. With all the added stresses that can come with the festive season (especially this year!) it is very important to care for your wellbeing.

Here are some mental health tips to support you this holiday season.

Useful contact numbers for mental health support during the holiday season

Lifeline: 13 11 14 (24/7)

Kids Helpline: 1800 55 1800 (24/7)

Mental Health Access Line: 1300 64 2255 (24/7)

*a confidential mental health telephone triage service

Beyondblue: 1300 22 4636 (24/7)

Suicide Call Back Service: 1300 659 467 (24/7)

Statewide Sexual Assault Helpline: 1800 010 120 (Everyday, 7:30am to 11:30pm)



1. Plan ahead

Avoid unnecessary stress over the festive season by planning as much as possible heading into the holidays. Also by being careful not to take on too much. You're not being selfish by saying "no" to some things or asking for some help. For example, if you're hosting a dinner, you could ask some of your guests to bring a starter or dessert.



2. Make time for you

During the holidays, it can be all too easy to get swept up into other people's idea of fun. It's important to make sure that you do something you want as well; this is your holiday too! If you know this will be hard, try booking something in advance or setting a free day aside just for you.



3. Avoid comparisons

If you do decide to use social media over the festive season, avoid comparing your experience to those of your friends. Remember that most people only share the best bits of their lives online and you don't know what's going on behind the smiling selfies and holiday pics!



4. Pace yourself

Give yourself time to relax over the holiday period – don't be afraid to take time out to go for a walk, listen to music or have a nap if you need it. If you're hosting a gathering, try to plan this in advance.



5. Try to eat healthily

While it's normal to overindulge a bit over the holidays, try to keep your diet as balanced as possible. This will help you to avoid energy lows that can have a negative effect on your mood.



6. Get enough sleep

Feeling sleepy can also leave you feeling low, so try to keep to regular sleep patterns as much as possible over the holiday period.



7. Talk to someone

If you're worried about the holiday season or feel overwhelmed or under pressure, don't be afraid to talk to someone about it. Have a chat to someone you trust, or contact one of the helpful services listed at the top of this page.



8. Keep active

Exercise can be great for mental health and there are still ways to keep it up over the holidays! Have a boogie to some of your favourite tunes or head outside for a walk in the fresh air. Being in the same house for too long can get a bit intense, so a change of scenery will do everyone good!



9. Holidays alone

If you're spending the holidays alone, have a think about what you want to do beforehand. You may decide to start reading a book, watch a TV series you've been meaning to or even create some artwork. Thinking about this now and planning to do something you enjoy will give you something positive to look forward to.



10. Volunteer

It's no secret – giving something back can help you feel good about yourself and there's no more perfect time to volunteer than around the festive season. Visit [*Volunteering Queensland*](http://Volunteering Queensland (volunteeringqld.org.au)) (volunteeringqld.org.au) to find volunteer opportunities, or check in with your local Neighbourhood Centre or community organisations for volunteer opportunities.



Our Community Development Team has GROWN!

In the last six weeks we have welcomed Anthony Campbell, BHC's new Resident Employment and Participation Coordinator (RPEC) and Megan Bonetti, BHC's Senior Community Development Manager.

Meet Anthony

Anthony has a background working in the employment space and has specialist skills in disability employment, mental health and youth work. Anthony is passionate about supporting BHC residents in their employment and participation goals. This could be helping people navigate the sometimes-overwhelming job seeking process or exploring what services may be able to assist them in their employment journey. Not looking to get into work, but keen to find out more about volunteering? Contact Anthony! Whatever your employment or participation goals may be, Anthony is here to help you take steps to achieve those goals.

Fun Fact About Anthony:

Anthony is an avid music lover and particularly loves seeing bands live. He is looking forward to getting back out to see more live music once concerts are back in full swing!



Meet Megan

Megan Bonetti, an experienced social worker, will lead the Community Development Team and has extensive expertise in developing and leading community programs for a range of not-for-profits. Megan will work with Kaitlyn and Anthony to ensure BHC's Community Development work aligns with BHC's Strategic Plan 2021-2025 and will explore ways to enhance and expand what we do in the Community Development space.

Fun Fact About Megan:

Megan loves a good coffee and is a big supporter of taking a reusable cup. Megan has even been known to take a normal mug from her own kitchen down to the local coffee shop to get that caffeine hit in an eco-friendly way!

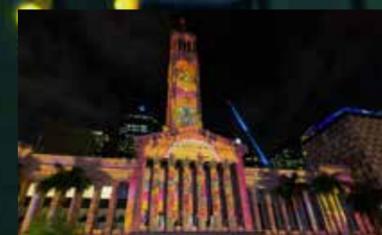


Welcome to the Team!

Megan and Anthony join our long-standing Community Development Manager, Kaitlyn Russell. Together the Team will assist in the delivery of the objectives under BHC's new Strategic Plan 2021-2025 which includes a key focus on supporting residents and communities to thrive. BHC is proud to expand the Community Development Team so that we can continue to grow and improve what we do in this area and, in particular, how we support BHC residents to achieve their goals.

You'll be seeing Megan, Anthony and Kaitlyn out and about at events big and small, so don't be shy to come and say hi! Of course, if you have any questions or would like to get in touch with the Team directly you can call reception on 3307 3000 and just ask for the Community Development Team.

WHAT'S ON? this festive season!



Brisbane City Hall Lights : 10 - 24 December - every 15 minutes from 7:30pm to midnight daily. Brisbane City Hall, Brisbane City

The Lott by Golden Casket City Hall Lights, a dazzling visual and sound display of 'The Night Before Christmas', narrated by Robin Bailey. Head along to enjoy this classic Christmas tale in larger than life form sure to light up your eyes.

Cost: FREE



Christmas on Queen: 3 - 24 December. Queen Street Mall, Brisbane City

Enjoy the magic of Christmas in Queen Street Mall with Christmas on Queen, daily pop-up performances and roaming entertainment throughout the mall. Roving entertainment will be happening from 11am - 3pm and 4.30pm - 8.30pm during late night shopping.

Cost: FREE



The Enchanted Garden: 1 - 24 December. Roma Street Parkland

Roma Street Parkland will welcome back Brisbane's largest interactive lighting display, The Enchanted Garden, for a spectacular new sensory experience running 1-23 December.

Cost: \$7. Bookings essential through Ticketek



Christmas Cinema: 18 - 23 December, 4:00 - 9:00pm. River Quay Green, South Bank

Enjoy free Christmas films and family favourites at River Quay Green as the sun sets over South Bank. Two films will screen nightly, scan the QR code for more information.

Cost: FREE



www.visitbrisbane.com.au/brisbane/whats-on/arts-and-entertainment/christmas-cinema-presented-by-eatsouthbank



COMMUNITY LUNCHES

Wesley Mission Christmas Lunch - Saturday, 25 December 2021
Seated (12pm) and takeaway lunch (12:15). 316 St Pauls Terrace, Fortitude Valley. Contact 3216 1579 for further information.

New Farm Neighbourhood Centre Christmas Lunch sponsored by the Cove - 11:00am, Tuesday 21 December 2021. 967 Brunswick Street, New Farm. Contact 3358 5600 for further information.

Suncorp Christmas Day Lunch - Saturday, 25 December 2021.
Join Community at Suncorp Stadium for a festive celebration. 3 course catered lunch, live entertainment, gift bags and more! *Bookings essential, contact Community for more information on 3510 2700 by 15th December 2021

Asset Corner

Storm Season

Queenslanders have been warned to prepare homes for a 'severe' storm and cyclone season ahead. Here are some tips around this upcoming storm season:

- Make sure you secure any outdoor items and furniture
- Look out for and report immediately any indication of roof leaks
- Have an emergency kit ready in case of severe storms/power outages (e.g., torch, first aid kit etc)
- Keep an eye on the storm alerts. Residents with smart phones can download the free Weatherzone app and turn on notifications, residents without smart phones can register for BOM alerts and get weather warnings via text or voicemail.



www.brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/severe-weather-alerts/brisbane-early-warning-alert-service

What not to do when the power goes out:

- Never use candles near flammable materials such as curtains
- Never use generators or outdoor gas heaters inside
- Never do your own electrical work - DIY electrical work is illegal and very dangerous.

Emergency kit checklist suggestions:

- Torches
- Spare batteries
- Portable charger bank
- First aid kit
- Blankets
- Bottled water
- Non-perishable food items

Fire Safety

Personal items must not be stored in common areas or in front of fire escapes at a complex. Plants, prams and furniture pose a safety risk in the event of a fire as they can impede the ability to exit the building quickly.

Smoke Alarms

A reminder about smoke alarms to please do not tamper with or remove your smoke alarms. These are installed for your safety as well as the safety of your neighbours. It is important you keep the area around the devices clean and avoid spraying any aerosols near devices to ensure the correct function of your device. If your alarm is faulty, please contact BHC immediately.

RTA UPDATE REGARDING LOCK CHANGES: Domestic and Family Violence

Every person has the right to feel safe and live free from violence.

The Queensland Government has made changes to give tenants experiencing domestic and family violence more options to manage their tenancy arrangements and enact plans to end the violence during the COVID-19 emergency period until 30 April 2022.

If you are a tenant experiencing domestic and family violence you can change the locks to your rental property without consent but you must provide copies of keys or access codes to the rental property owner or manager as soon as practicable.

As BHC is on a master key system, if a lock change is required due to a domestic and family violence situation - contact your BHC Housing Manager to organise and we will change the locks without charge. For more information on this please speak to your Housing Manager.

If you need help or support for domestic and family violence, you can call:

DVConnect Womensline – 1800 811 811 (24/7). This number assists women and their children obtain safe refuge accommodation, counselling and referral to other support services.

DVConnect Mensline – 1800 600 636 (9am-midnight, 7 days) DVConnect Mensline is a free, confidential telephone counselling, referral, information and support, service for Queenslanders identifying as male, and who may be experiencing or using domestic and family violence.

BHC Noticeboard

Do you enjoy writing short stories or poems?



Created by one of our residents and launched during Queensland Mental Health Week 2021, **Mad Pride Lit** is an online space sharing experiences of those living with mental health challenges through literature, poems and short stories. Learn more at: madpridelit.com.au

Wesley Mission Red Bag Appeal

Each year, thousands of Queensland families cannot afford a Christmas meal. The Red Bag Appeal is Wesley Mission's way of helping these families and households experience the joy and hope of Christmas by providing them with all the food, party supplies and toys they might otherwise go without.

This year, staff from BHC, Arbor and Elevate were extremely proud to support the Red Bag Appeal, filling more than 20 bags to support Queenslanders in need.

If you are in need and would like to access a Red Bag, visit Wesley Mission Emergency Relief Hub, 316 St Pauls Terrace, Fortitude Valley, Monday - Friday from 6 -23 December 2021. For more information, contact 3216 7579.



Tenant Satisfaction Survey

The 2021 Tenant Satisfaction Survey has been delivered and residents who have received the survey are reminded to return this to BHC as soon as possible. This year you can complete your survey by hand using the survey posted to you, online (follow the link on the survey) or over the phone with help from BHC staff. If you have any questions regarding your 2021 Tenant Satisfaction Survey, please contact our Community Development Team or your Housing Manager on 3307 3000.

Annual Income Review

Just a reminder that the annual income reviews have been sent out and it is **COMPULSORY** for all residents to complete this and return it to BHC. Please speak to your Housing Manager if you have any issues completing your income review and provide your documents as soon as possible.

The holiday season is approaching and we know that people struggling with addictions may become increasingly triggered as the season progresses. If you're concerned about yourself or a loved one, you might find these services useful.

Alcohol and Drug Information Service (Adis) is a free 24/7 Alcohol and Drug Support (1800 177 833). Adis provide confidential support for people in Queensland with alcohol and other drug concerns and their families. You can call Adis at any time for counselling, information and advice. Experienced counsellors are there to listen and give you options about the next steps.

Gamblers Helpline | Call 1800 858 858 Support for anyone affected by gambling. A free and confidential counselling and crisis support service (24 hours, 7 days) or visit gamblinghelponline.org.au

Kickstart Grants

Supporting our residents- Chad's Story

Meet Chad, a recipient of one of BHC's Kickstart Grants. Chad found out about the BHC Impact Fund Grant Program, and specifically the Kickstart Grant program from his Housing Manager and was encouraged to apply. With support from BHC's Community Development team, Chad found the application process straightforward and easy to navigate.

Why did you apply for the Kickstart grant?

I am currently looking for suitable work in an industry that requires safety equipment to be worn. This equipment is necessary before I start a job and can be very expensive for someone to purchase on a low income. I applied for the Kickstart Grant to help purchase the safety equipment I needed to improve my chances of employment.

How did the Kickstart grant support you?

The Kickstart Grant allowed for the purchase of safety equipment such as work boots and high visibility shirts. Having this equipment will improve my chances of securing work in my desired industry. It will also improve my self-esteem and confidence when speaking with potential employers. I can now tell potential employers, I'm ready to start work immediately, with no delays now that I have my safety gear!

Would you encourage other residents to apply for the Kickstart grant?

Definitely, yes.



Update

Chad has recently begun employment at a warehouse and continues to be supported by BHC's Resident Participation and Employment Coordinator (RPEC) to ensure job sustainability. The RPEC also connected Chad in his local JobActive provider, ensuring additional wrap-around employment support.

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