



AUTUMN EDITION
MAY 2022

**COMPETITION
OPEN NOW!**
5 X \$50 VOUCHERS
UP FOR GRABS



DIGITAL CONNECTION

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Dear readers of the Bugle,

Welcome to the Autumn 2022 edition of the BHC Bugle.

Much of our lives are 'online' now. Whether it is banking, news, social media, job searching or simply connecting with family and friends, the digital era is with us. At BHC, we would like our residents to have access to the knowledge, skills and resources they need to fully participate in the digital age. If you are perhaps a little nervous around digital technology, can I encourage you to dip your toes into this edition of the Bugle. Have a look at the article on page 6 which includes some gentle methods for starting or further exploring your journey in accessing digital technologies.

Additionally, I would like to highlight the newly introduced employment and participation program coordinated by BHC's Resident Participation and Employment Coordinator, Anthony Campbell. Anthony is enthusiastic about assisting and supporting BHC residents to access opportunities to participate in the community, including volunteering, study and employment. Anthony is available to work alongside residents one on one as well as in group settings. In the coming weeks, Anthony is taking a solar-powered coffee cart out to some BHC properties to help residents learn some new skills

about making barista coffees, as well as building connections as neighbours. It is a supportive program and I encourage you to connect. There is further information on Anthony and this program and how to make contact with us in the Bugle.

On a serious note, this month we were saddened to learn of the passing of long-term BHC Caretaker, Oliver Tickner. Ollie has worked around a number of BHC properties and is fondly remembered by many tenants. We are very grateful for the work Ollie did for BHC and the positive impact he has had on the lives of many. I had the privilege of speaking at Ollie's funeral and passing on the condolences of BHC to Ollie's much-loved family and friends. Rest in peace, Ollie. Ollie was a close friend of BHC so if you are shocked by this news and need support, please contact support services such as your case worker, local community centre or free online and phone counselling.

And until next time, please keep well.

With kind regards,

Rebecca Oelkers, CEO



DISABILITY SUPPORT PENSION (DSP)

MYTH BUSTING!

by Anthony Campbell, BHC RPEC

We recognise not everyone on DSP is able to work, but for those who wish to, it can provide social and financial benefits.

DID YOU KNOW?

- you can still work when on the DSP
- you can still volunteer while on the DSP
- the DSP has rules that let you do quite a bit of work without losing your DSP
- in fact, you are often better off to work while on the DSP as this improves your financial, social and emotional wellbeing.

LET'S TAKE A CLOSER LOOK....

For example, a single person over 21 years old may earn up to \$180 per fortnight and get the full pension. However, if they earn over \$180 per fortnight, their pension will reduce by 50 cents for each dollar over \$180. If they earn over \$2115 in a fortnight, they will receive \$0 for that fortnight.

The next examples shows how earning an income on top of the pension leaves the recipients with more money per fortnight:

Person 1 is a single 30 year old individual on the Disability Support Pension. They are eligible for \$880 per fortnight of DSP. Person 1 starts working one day per week in a retail store and earns \$400 per fortnight through this job. Their pension reduces by \$160 per fortnight but they now receive \$400 (income) + \$720 (pension) = \$1,120 per fortnight.

(Figures provided are current as of February 2022.)

It's important to check for the latest figures and information via the Services Australia website at: www.servicesaustralia.gov.au/disability-support-pension or contact the Centrelink, Disability, sickness and carers line on 132 717 Monday to Friday 8am to 5pm.

If you are on the DSP and would like to discuss your employment options, please contact BHC's Resident Participation and Employment Coordinator, Anthony, on 0417 361 506 or anthony.campbell@bhcl.com.au.



CONNECT WITH US

BHC Social Media Campaign

We at BHC believe equal digital access is crucial to the social and economic well-being of individuals. BHC also regularly shares information about your tenancy, support provisions, and projects that benefit you on our social media platforms. In response, BHC wants to make sure that EVERYONE at BHC has access to this information. That is why we are launching a six-week social media campaign.

What does this mean?

For your chance to **win one of 5 x \$50 gift vouchers** to Bunnings, JB-Hifi, Office Works, or Coles/Myer (the winner's choice), simply:

- Like/Follow the BHC Facebook Page
- Comment on at least one of the specially marked competition posts

The winners will be drawn on 31 July 2022. To be eligible, you must be easily identified as a current BHC resident and meet the requirements above. For further details check out our Facebook page. Good luck!



Like/Follow us
BHC Creating Liveable Communities



NOW OPEN!

IMPACT FUND GRANTS PROGRAM ROUND 3 Open from Monday 2 May to Friday 27 May 2022

KNOW WHICH GRANT SUITS YOU BEST

Educate and Participate Grants - designed to assist residents to fund education, employment or participation opportunities, and

Connect Grants - supporting residents to access digital technologies such as computers, training or connection costs.

BHC Residents can apply for up to \$1000 in these grants per year.

KNOW HOW TO APPLY

You can find online application forms and the guidelines on the Grants Program page on the BHC website. Scroll down to find the form for the grant you would like to apply for.

bhcl.com.au/impact/grants-program/
If you would prefer a printed copy of the application forms you can contact BHC reception to request this. Phone 3307 3000.



BHC IMPACT FUND Grant Round 2

Round 2 of the Impact Fund Grants opened in January 2022 and within just 4-weeks we received over 50 applications. That's more than double the number of applications received in Round 1! With so many applications, our Evaluation Panel had their job cut out for them scoring and reviewing each application.

For Round 2 we were proud to be able to fund 6 Connect Grants and 6 Educate and Participate Grants. In addition to this, as we reviewed the applications for Round 2 an important theme emerged: applications for dependents (children) to support their education and participation in schooling and their communities. Due to this need, something we didn't see in Round 1, BHC was able to offer additional one-off, responsive funding for Round 2, the BHC Bright Futures Fund. With this special responsive funding we were able to support an additional 7 households with children and young people!

Congratulations to all of our Round 2 Grant recipients!

We would like to thank all residents who applied in Round 2. If your application wasn't able to be funded in this round, we encourage you to apply again in Round 3.

Read on to hear from some of our Round 2 recipients and to get some tips and tricks for applying in Round 3.

“ ... I am eager to finish my course so I can also find my sense of belonging and purpose in the community. ”

- Round 2 Recipient



“ First of all I want to say thank you to the Community Development Team. Thank you for the opportunity to submit my thoughts and goals for this grant. I was able to explain what I need [technology wise] to be able to communicate and live in this digital world with access to the services and information I need. ”

I am thrilled to have been successful in this project and will soon be the owner of a new laptop which will help me with all types of communication, shopping, paying my bills, etc. as I would be totally lost without this device. I can now be confident that I will be able to use this laptop device without having to worry about it breaking down and shutting down, as was the case with my old desktop computer. I am very excited to be able to use my new laptop with confidence. Thank you to all. ”

- Sandra, Round 2 Recipient

9 HELPFUL TIPS for your Grant Application

1 BE SPECIFIC

Be specific about what you are applying for. For example, instead of saying 'a laptop' find out what laptop you would like to buy and include the details of this specific device. If you are wanting to cover course fees, tell us what the course is, who the course is provided by, etc.

2 TELL US EVERYTHING!

There are 3 main questions which applications are scored on.

Need for the Grant: What are your goals and why do you need this grant?

Outcomes: What impact would receiving the grant have for you? How would the grant impact your goals and help you achieve them?

Readiness: What are the next steps, if you received the grant, to achieve your goals? Are you ready to take those steps and use the grant now?

We encourage you to include as much information as you can so we can understand your circumstances. This will help the Evaluation Panel when they score each application.

3 ASK FOR HELP

If you have trouble with literacy, understanding something in the application, or completing the application, we encourage you to ask for help. Ask a friend, family member, or support worker. If you don't have support available, BHC can assist you in completing the application form.

Please note that to be fair to all residents, BHC can only assist in writing down your responses or helping you understand the questions in the application form. This will not give you an advantage or special preference over other applications.

4 THINK ABOUT SUPPORTING DOCUMENTS AND ADDITIONAL INFORMATION

You will not be disadvantaged if you do not have supporting documents, but we do encourage you to include anything which can help us to better understand your circumstances and need for this grant.

5 ASK AROUND - CAN YOU GET IT SOMEWHERE ELSE?

The BHC grants are designed to fund items / opportunities which cannot be funded anywhere else. For example, have you asked your school if they offer fee help or equipment? Are you linked with a DES Provider, if so, have you asked them whether they can fund this item? Are you linked with a

support provider; can they assist you with the item you are requesting?

If you have already looked at the alternatives and still need assistance, the BHC grant is here for you!

6 KNOW EXACTLY WHAT YOU ARE ASKING FOR

There is a set amount of funding available each round so we need to know exactly what item you are asking for and exactly how much it costs. Please include as much information about the item you are requesting and the total cost.

For the Connect Grants, BHC does include some suggestions of different devices in the application form. These are suggestions only and you are still welcome to select a different item. If one of these items meets your needs, you can select it, but please only select an item if you are sure it is what you would like to request.

Do your own research first and know exactly what device you want to request. If you are still not sure about the item, you can speak to the BHC Community Development Team who can help you.

7 REQUESTING ITEMS OVER \$1000

You can request item/s over the \$1000 amount, but you **must** be able to pay the additional amount yourself.

8 PAYMENT DEADLINES AND SALE PRICES

Be aware that the grants process can take up to 6-weeks to finalise AFTER the application period closes. If you have a time sensitive application, please contact the Community Development Team directly to discuss this with them. We may not be able to meet time sensitive deadlines.

When requesting items to be purchased, please do not use sale prices in your application. Due to the long grant process, the sale will likely be over by the time the applications are finalised, meaning the price you have provided may no longer be available. As we only have a set amount of funding available, we need to know the exact amount your item costs to be able to properly assess and determine which applications can be funded in this round.

9 APPLY AGAIN!

Finally, just because your application wasn't funded in a previous round doesn't mean you won't be successful next time. Please apply again if you would still like your application to be considered.

CONNECTING TO THE DIGITAL WORLD

By Tanieka Sawyer, BHC Social Work Student

Accessing and using technology may feel second-nature for some, but for others it can be challenging and overwhelming. With so much of life online now like shopping, health appointments, connecting with friends and family, learning, and entertainment, it is important everyone has the chance to build skills and confidence around technology and the digital world.

INCREASING YOUR DIGITAL LITERACY

Digital literacy refers to the skills, knowledge and confidence to use and understand digital technology e.g. computers, mobile phones, and the internet generally. If you don't have great digital literacy, you are not alone! There is lots of free online and in-person support available to increase your digital literacy and help you navigate the digital world.

An Easy First Step

Speak to a support worker, family member, friend, or even your neighbour! This can be an easy, free, first step to get some hands-on support to learn more about using technology and the internet.

Contact your local library

Libraries have free workshops and 1-on-1 support available to help people with their digital skills and learn how to use their devices. Speak to your local library and their friendly staff to find out more.

Be Connected: Every Australian Online

Be Connected is an Australia wide initiative empowering all Australians to thrive in a digital world. They have online learning resources as well as a network of community partners called the Be Connected Network. This network of partners offer support so you can develop your digital skills and confidence. From beginners to more advanced tech users – Be Connected can help!

You can build your skills and knowledge with courses like:

- | | |
|-----------------------------|--|
| The Absolute Basics | More Online Skills (e.g. digital cameras, accessing radio and tv online) |
| Getting to Know Your Device | Connecting With Others |
| Getting Started Online | And many more! |
| Safety First (cyber safety) | |

Visit: beconnected.esafety.gov.au or to find local help, call 1300 795 897.

In Person Digital Skills Programs

Ask your local library, Neighbourhood Centre or even support provider about other local programs which may be currently running.

FINANCIAL BARRIERS TO TECHNOLOGY

For some people, the barrier to technology and digital connection is cost. Here are some tips for finding the best deals for your data and devices.

Know What You Need

Write down a list of what you need so when you are comparing data plans / devices you can easily see if it matches your list. Think about what is a MUST HAVE versus NICE TO HAVE. This will help you find the right data plan or device so you don't pay for more than you need.

Unsure about data, what it is or what you need? Use the All About Data guide from Be Connected:

beconnected.esafety.gov.au/topic-library/essentials/all-about-data

Do Your Research

Before buying anything, do your research. You can look online, call, email, or go to your local store. If you are uncomfortable doing this yourself, ask someone you trust to support you.

To get you started, consider:

- Different brands (devices) and phone/internet providers (data). Read reviews and think about what is reliable, cost effective and a brand / provider you can trust.
- Compare plans (data) or devices. Think about your list of needs, is anything missing?
- Ask about the details and make sure you understand all costs e.g. is it a lock in contract, are there extra subscriptions / programs you have to buy after?
- Shop around and see who has the best price.

Set a budget and stick to it. Work out how much you can afford and don't feel pressured to spend more!

Ask About Discounts

Ask about discounts for concessions / pensioners, or if there are any promotions running currently. It never hurts to ask!

ALTERNATIVE AFFORDABLE DEVICES

If a full price device is out of your budget, you might consider:

- Refurbished Devices (pre-owned or ex-display items)
- Ask Your School / Learning Institution About:
 - Resource Programs e.g. renting laptops for a fee
 - Scholarships: equity or technology scholarships
- BHC Grant Program (see pages 4-5 of the Bugle for more information)

Don't forget, if buying a device of your own isn't an option, use what is offered for free! Visit local libraries for free access to computers and the internet.



The Resident Community Development (RCD) Team is Calling!

If you completed your recent Tenant Satisfaction Survey and said **YES** I am interested in joining the RCD Team – thank you! We haven't forgotten you and will be in touch very soon. Everyone who has expressed interest in the RCD Team will soon receive a letter. In this letter you will find out a bit about the RCD Team, who we are, and all the different ways you can get involved. Thank you to everyone who has expressed interest, we can't wait to have you involved! Don't forget, if you have any questions about the RCD Team or didn't tick 'YES' but want to get involved, contact our Community Development Manager Kaitlyn to find out more. Just call reception on 3307 3000 and ask for Kaitlyn!



Mental Health Parliamentary Enquiry

In March BHC was proud to attend a Parliamentary Inquiry improving Mental Health outcomes for Queenslanders, specifically speaking to improvements for those in social and community housing. Our BHC Community Development Team advocated for accessible community and outreach mental health support. All speakers acknowledged the importance of stable, affordable housing to support positive mental health outcomes for Queenslanders. Thank you to the Queensland Parliament's Mental Health Select Committee for inviting us to speak on this important issue.



BHC Coffee Cart Connections

In April BHC launched its pilot project, **Coffee Connections**, in partnership with Substation 33 a solar-powered social enterprise coffee cart. This collaborative pilot aims to support residents to increase their economic participation. A soft skills project, offering BHC residents with place-based skills building in customer service and hospitality. Not only is it a great skills-building opportunity but it brings neighbours together! What a treat to be a part of this with our amazing BHC residents!

4 Tips From Your Friendly Assets Team



Ventilating your bathroom

Wintertime is the perfect time for mould to grow as we tend to keep our homes closed up to keep out the cold. Here are some tips to keep the mould at bay in your bathroom/toilet:

- We suggest running your exhaust fan for at least 15 minutes after you've finished showering or bathing to fully air out the bathroom. If you turn the fan off right after your bath or shower, you're not giving the exhaust fan long enough to vent all the steam.
- Clean your exhaust fan regularly with a damp cloth to remove any dust build up.
- Don't leave your shower door or curtain closed-keep open to assist with ventilation.
- Do open the window, especially if your bathroom does not have an exhaust fan. If you don't have a window, keep the bathroom door open just a crack if privacy is an issue and open the door all the way once you're finished in the bathroom.



Leaking Taps

Please report all leaks to your Housing Manager ASAP. If a leak is left unattended, it can lead to bigger issues such as mould or damage to the property.



What To Do If The Breaker Trips

If you find that a circuit breaker trips in your unit, we recommend the following tips:

Firstly, unplug all appliances from the power points before doing anything else.

If you know where your switchboard is and have access to it, flip the safety switch back on. Resetting the breaker should restore the power supply. If you cannot reset a safety switch after it has tripped, you may have a faulty appliance connected to the circuit or there may be a wiring fault. In this case, switch off and unplug all the appliances. You should now be able to reset the safety switch and restore the power.

If unsuccessful, contact your Housing Manager.



Furniture Dumping

Please remember that dumping furniture in the bin rooms is not permitted. If you have larger items that you need assistance disposing of- please contact your Housing or Asset Manager and we can help arrange a suitable disposal option. The bin rooms are for general household waste/recycling only and all rubbish must be placed in the bin (not next to or on top of). Thank you for your cooperation!



What is My Aged Care?

My Aged Care is your starting point to access government-funded aged care services.

Whatever your situation, specific needs, or background, My Aged Care can help you understand what types of services are available - from services that help you live independently at home to short-term care that helps you get back on your feet, to moving into an aged care home when you can no longer live at home.

Get started with My Aged Care in 4 easy steps

STEP 1. Learn about different types of care

STEP 2. Get assessed for aged care services

STEP 3. Find a provider in your area that suits your needs

STEP 4. Manage your services



Who is eligible?

You are eligible for an assessment if you meet some requirements:

- 65 years or older (50 years or older for Aboriginal or Torres Strait Islander people).
- Show that you have need for support.

Who to contact / where to find more information?

For more information, or if you need some help, the My Aged Care team can support you over the phone. Call 1800 200 422 - Monday to Friday: 8am - 8pm or Saturdays: 10am - 2pm

Or visit the My Aged Care website: www.myagedcare.gov.au

Who else can I talk to?

Ask about My Aged Care at your next GP appointment.

- Ask the friendly staff at your local community centre for information.
- Call to book an appointment to speak to an Aged Care Specialist Officer (ACSO) in person.

WHAT'S ON?



National Volunteer Week: 16 - 22 May
National Volunteer Week is a chance for all of us to celebrate and recognise the vital work of volunteers and to say thank you!
If you would like to look into Volunteering in your local community, contact our Resident Participation and Employment Coordinator, Anthony. Email anthony.campbell@bhcl.com.au or SMS/Call 0417 361 506.



Homework Club: Every Tuesday 3:15 - 4:45pm, Inala Community House
Bring your school homework and let Inala Community House's Homework Club help you! Free and all students welcome to join.
Note: All children must be signed in and out by a responsible adult. For more information, contact Anushka on 3372 1711 or email: reception@ich.org.au



National Reconciliation Week: 27 May - 3 June
The National Reconciliation Week 2022 theme, "Be Brave. Make Change." is a challenge to all Australians— individuals, families, communities, organisations and government—to Be Brave and tackle the unfinished business of reconciliation so we can Make Change for the benefit of all Australians. Learn more: nsw.reconciliation.org.au



FREE Farmers Market: Every Tuesday from 10am, Community Plus+ West End Community House
Free farmer's market. Pick up a free box of fresh produce, bakery items and other supermarket staples thanks to OZ Harvest.



Social Media Masterclass: Building your community: 1 June
Brisbane City Council, with Social Mediology, is delivering free social media workshops to support local businesses in developing a sustainable and ongoing strategy to build powerful communities around their businesses.
Register: www.eventbrite.com.au/e/social-media-masterclass-building-your-community-registration-221768574777



Queensland Art Gallery Guided Tour: Now until 31 August 2022, Queensland Art Gallery, Melbourne Street Entrance
Join QAG's passionate volunteer guides for a highlights tour at QAG. Check in with staff at the information desk on arrival.



NAIDOC Week: 3 - 10 July
Celebrate and recognise the history, culture and achievements of Aboriginal and Torres Strait Islander peoples during NAIDOC Week. Take the opportunity to learn about First Nations cultures and histories and participate in celebrations of the oldest, continuous living cultures on earth. Learn more: www.naidoc.org.au

NOTICEBOARD



VALE OLLIE

It is with much sadness we share the news of the passing of Oliver Tickner, BHC's long-term caretaker at O'Brien Place. Ollie passed away unexpectedly in April and will be dearly missed by the residents and staff alike. Ollie was a huge part of every property he tended to, always taking time to chat with residents and taking such pride in keeping the gardens and grounds looking beautiful. We acknowledge the lasting impact Ollie had in the BHC community during his time with us.

HAVE YOU GOT YOUR FLU SHOT?

It's that time of year again, and this year's flu shot is now available. Did you know some people can get a FREE flu shot?

Who is eligible for a free flu shot?

- The Australian Government's National Immunisation Program provides a free flu vaccine to eligible people, including:
- People aged 65 and older
 - Pregnant women
 - All Aboriginal and Torres Strait Islander people aged 6 months or over
 - People aged 6 months and older with medical conditions that put them at risk of complications from the flu
 - Children 6 months to less than 5 years old.

Speak to your local pharmacy or your local GP to book in for your flu shot or to find out if you are eligible for a FREE vaccine.

RENT INCREASES

In order to provide a service that meets the varied needs of our residents, BHC operates a range of housing programs and rental models. Most of our tenants are part of Coral or Opal programs, which have a rent review on an annual basis, generally 1 July each year. Tenants in these programs will have received a letter around the rent review, and provided with the necessary two months' notice if a rent increase is being applied.

While the process is complicated, we would like to assure residents that BHC applies a great deal of methodology to any increases, looking at both changes to the market rents and Centrelink payment changes, including increases to Commonwealth Rent Assistance (CRA). Our rent review process includes mechanisms to minimise hardship on residents; all rents we charge are discounted by at least 25% from the market, and further reductions are applied to ensure the rents are affordable for residents receiving Centrelink payments, even in inner-city locations. We limit rent increases as much as we can, while balancing the continually increasing costs in providing services to residents and maintaining our properties.

If you have questions about the rental adjustments, please make contact with your Housing Manager to discuss.



FIRE EVACUATION DRILLS

The annual Fire Evacuation Training Drills will be carried out across all BHC complexes mid to late May, 2022. You will receive a letter advising the exact date.

This training provides important information regarding evacuation points and the chance to practice what to do in the event of a fire or emergency. If you will be home on this day, we strongly encourage you to participate and ask any questions you may have. Participating is a great way to make sure you are familiar with your exits and are able to evacuate safely if needed.

COVID POSITIVE?

If you test positive for Covid, please let us know. Letting us know means BHC can reschedule any planned work or entry to your unit and offer you support if needed. **BHC's Resident Connect Team** can connect you to support, information and resources whilst you isolate. If you test positive, please advise your Housing Manager as soon as possible. **We're here for you.**



Congratulations

TO ALL OF OUR RECIPIENTS FOR ROUND 2 GRANT RECIPIENTS



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