

SPRING EDITION
OCTOBER 2022

A group of seven people (four men and three women) are posed for a photo in an office setting. Three people are seated in the front row, and four are standing behind them. A black and white dog with a red vest is sitting on the left. The vest has a white star of life and the text 'PTSD SERVICE DOG'. The man on the far left is holding a document. The woman in the center is holding a document. The man on the far right is holding a document. A banner in the background reads 'bhnc creating liveable communities' and 'Create Healthy Communities'.

**Congratulations
to the round 3 grant recipients**

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Dear readers of the Bugle,

Welcome to the Spring 2022 edition! BHC acknowledges the impacts of our current economic climate, inflation stressors and the cost of living- as such, we wanted to create a special Bugle edition that highlights the many supports available during this challenging time.

This includes articles that highlight the support provided through BHC, including the BHC Impact Grants (pg 3). Our Resident Participation Employment Coordinator, Anthony, walks us through the process for applying for jobs at two of our major supermarkets, emphasising that despite increasing living costs, there are still employment opportunities with local businesses (pg 10-11). Also included in the edition are many government and community resources that can help reduce cost-of-living pressures (pg 6-9). We show residents how you can explore rebates and discounts to help reduce bills, compare retailers to find the best deals, think outside the box to find creative ways to reduce every day costs such as alternate travel options. We have also included incredible online resources that can help you find additional local assistance, practical cost saving tips, and more!

As you know, BHC is committed to increasing the supply of affordable housing, and in the last year we have been working tirelessly towards a plan of delivering up to [1,200 new social and affordable homes](#) in Queensland over the next few years. This will be

made possible through the Queensland Government's Housing Investment Fund. We are very proud of this initiative and will keep you posted as it proceeds. In the meantime, our website offers more information on this project, so please check it out if you would like to learn more.

Recently, BHC released our first [Impact Fund Report](#). A major goal of BHC is to support our residents to thrive, so this Fund is very close to my heart. The Report shares the stories of a number of residents who have been supported through the Fund. Our Community Development team continue to implement initiatives across our portfolio that support resident health, wellbeing, financial and digital empowerment, as well as participation and connection with each other.

This Bugle edition also offers some fantastic supports that can help us cope with stress. BHC communicates with a range of services for resident assistance and we want to make sure everyone has access to this information in case they need it (pg 12).

That's it from me this edition and until next time, please keep well.

With kind regards,

Rebecca Oelkers,
CEO



Redcliffe Architectural Render

BHC UPDATE

1,200 new social and affordable homes to be delivered

One of Australia's largest superannuation funds, Australian Retirement Trust has announced its investment as part of the QIC-BHC Consortium's program to deliver up to 1,200 new social and affordable homes in Queensland.

BHC CEO, Rebecca Oelkers, said this partnership would deliver lasting, positive change for those in housing need.

"This innovative partnership and new delivery model is sustainable, scalable and most importantly, will provide real housing options for Queenslanders struggling to find a stable, long term home."

With support from the Queensland Government's Housing Investment Fund, the QIC-BHC partnership will deliver seven projects in the initial stage, with the first two projects to commence located in Redcliffe and Chermside.



BHC IMPACT FUND

Grant Round 3

Congratulations to our Round 3 Connect and Educate & Participate Grant recipients! We received over 50 applications across the two categories. It was a very competitive round, and we were thrilled to be able to support a total of fourteen applications!

A huge congratulations to all our successful applicants and thank you to everyone who applied.

CHANGES FOR THE NEXT ROUNDS

Due to the popularity of the Connect and Educate & Participate Grants we have made some changes to how they are run so we can support more BHC residents to achieve their goals.

Connect Grant:

We know that digital inclusion is a barrier for many BHC residents, we also know that many residents experience physical and non-physical disabilities, as well as mental health barriers. As part of the Connect Grant we will now be partnering with Queenslanders with Disability Network (QDN) and their Digital Inclusion Program to support more of our residents.

QDN's Digital Inclusion Program supports people living with a disability with their digital inclusion needs, focusing on ACCESS, AFFORDABILITY and ABILITY. This includes providing devices, connection to affordable ongoing services, and peer support to help people feel digitally comfortable and confident. BHC residents not eligible for the QDN Digital Inclusion Program will be considered under the new Connect Grant.

The process to apply will be easy and simple.

1 BHC residents complete a short CONNECT Application Form, located on the BHC website (bhcl.com.au/impact/grants-program) and from BHC reception. Once completed, return this form to BHC for initial review.

2 For those who have given consent, applications will be shared with QDN who will contact applicants to assess if they are eligible for the Digital Inclusion Program. Any eligible applications will be supported by QDN and any non-QDN eligible applicants will be

referred back to the BHC Connect Grant.

3 BHC will speak with Connect Grant applicants around their needs and assess if they are eligible under the Connect Grant.

Other Important Changes:

- Applications are open all year round and will be processed once received
- Successful applicants for the BHC Connect Grant will be capped at \$800 devices / services
- Applications exceeding \$800 due to specific education or employment needs will be referred to the Educate & Participate Grant
- When the QDN Digital Inclusion Program ends BHC will continue to accept applications and explore funding opportunities both internally and externally to support residents.

Educate & Participate Grant

The E&P Grant will now only accept applications for education, employment or participation expenses. E.g school fees, swimming lessons, textbooks as part of study, other expenses relating to education, employment or participation in community.

Any applications for white goods and household items should be submitted under the BHC Kickstart Grant. Please visit the BHC website or speak to your Housing Manager for more information about the Kickstart Grant.

E&P Future Rounds:

Round 1: Saturday 1st October to Saturday 15th October 2022

Round 2: Monday 13th March to Monday 27th March 2023

2021

Tenant Satisfaction Survey Results

Thank you all of our residents who completed the 2021 Tenant Satisfaction survey; we appreciate you taking the time to give us feedback. Your responses help us to understand what we are doing well, what we can improve upon, and what residents are experiencing. For instance, in the 2021 survey residents told us that cost of living was becoming an issue (read more on pages 6-9), we also heard that many residents experience mental health barriers (read more on page 12).

Check out some of the stats from the last survey to see what else residents told us!

2022 Tenant Satisfaction Survey

The 2022 Tenant Satisfaction Survey is coming soon. This year the survey has undergone a massive review, and we have tried to make it quicker and easier for residents. If this year is your turn to complete the survey, we look forward to hearing your feedback in the 2022 Tenant Satisfaction survey!

“ I love living here, renting with BHC has improved our lifestyle and security

- Earnshaw Haven ”



80%

said they were satisfied with repairs and maintenance



84%

have enough money leftover for essentials



81%

Overall satisfaction (taking everything into consideration)



94%

indicated they were likely to remain in their current home



86%

said they were satisfied with service provided by their housing manager



75%

BHC listens and responds where appropriate



42%

Access community support

TOP 3 TYPES OF SUPPORT ACCESSED



Health or disability services



Mental health services



Cleaning/in-home care



20%

of residents identified as being from a culturally or linguistically diverse background



81%

of residents said they access the internet.



Here's what some of our residents had to say

"I have found bhc helpful in all the facets of my accommodation thanks bhc"

- Colton Ave



"Really nice apartments, I appreciate the greenery and openness of each level as well, a very very welcoming building"

- Cornwall St



"I just hope I have a home with BHC for life"

- Century Apartments



"Since I lost my job as a nurse due to workplace injury, I have been living with BHC, 2 separate occasions. I always find it very peaceful, caring environment. Thank you for managing it well and keep us safe."

- O'Brien Place



"I am very happy living in my unit. I feel safe there and it is close to everything thank you"

- Danby Lane

Rising Cost of Living: What Can You Do?



2022 has seen everyday cost of living prices rise significantly for households across Australia. From groceries to petrol and even electricity prices, Australians are feeling the impacts on their weekly budgets.

The Australian government evaluates the cost of living through a few numbers, mainly the Consumer Price Index (CPI), Living Cost Indexes (LCIs) and the Wage Price Index (WPI).

The consumer price index (CPI) gives us a crucial part of the picture when it comes to affordability, inflation, and the cost of living. Generally, if the CPI rises faster than households can keep up, then it makes the cost of living really expensive – and for some Australians, unaffordable.

Evlin DuBose, 2022, Cost of Living 2022: Everything you need to know about handling rising living costs, Mozo <<https://mozo.com.au/family-finances/cost-of-living-guide>>

There are a lot of reasons why everyday expenses have gone up, with impacts from the Covid-19 pandemic and other global events all playing a role.

What is the Government Doing to Help?

Increase to Pension Payments

In recognition of the rising CPI, Treasurer Jim Chalmers recently announced that pension payments would soon be increasing to keep up with inflation. This includes increases to a number of payments such as; Age Pension, Disability Support Pension, Jobseeker and Parenting Payments. These increases are due to be applied 20th September 2022.

For more information about these increases and how this may affect your payments, contact Services Australia. www.servicesaustralia.gov.au

Queensland Government Cost of Living Rebate for Households

Households are set to receive a \$175 Cost of Living Rebate for their electricity bills from September 2022. The rebate builds on the \$50 asset ownership dividend announced earlier this year. The Government has increased this assistance for households from \$50 to \$175 in response to the extra cost of living pressures

many Queenslanders are facing. The rebate will be automatically credited to eligible customer accounts from 31 August 2022 and will appear on residential customers' electricity bills between September and November 2022, depending on individual billing cycles.

The rebate is being provided to residential customers who are separately charged for their electricity. These rebates are in addition to any other energy rebate or concession for which a customer may be eligible. Customers who don't receive a separate electricity bill (e.g. where electricity is included as part of the rent) are not eligible to receive the rebate payment.

For more information about this rebate, visit the Queensland Government website:
www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions/cost-of-living-rebate

What Can I Do?

Reviewing Existing Bills

There are lots of different things residents can do to make sure they are receiving the best deals possible and saving money where they can. The first thing you can do is review your existing bills. Take a look at your most recent bills, including phone / internet, electricity and other regular services you pay for. Consider the following:

Does your bill look correct, is it higher than usual?

If your bill is particularly high and this seems strange or doesn't make sense, contact the retailer to follow up. Electricity bills can be incorrectly billed at times, particularly if an 'estimate' is completed instead of a full meter reading. If you feel your bill may be incorrect, follow up and ask for more information!

Are you eligible for any discounts?

If you are on a pension (e.g. Age Pension or DSP) you may be eligible for a concession. If you hold multiple accounts / services with the same retailer (e.g. multiple types of insurance) you may be eligible for a discount. There is no harm in asking the question to see if you may be able to access a discount on your bills.

If you are a senior you can also use the National Seniors website to help find concessions you're eligible for! Visit their website to try their Concessions Calculator today or give them a call.

W: nationalseniors.com.au/services/concessions-calculator | Ph: 1300 76 50 50

Shop Around – Can You Get it Cheaper?

Compare your bill and see if other retailers offer a better deal. If you find a better deal you can call your current retailer and ask if they can match that price, most retailers want to keep their customers and may be able to offer you a discount or review your current plan. Even if you haven't found a cheaper offer, you can still ask whether they can do anything to improve your current plan / service.

If you find a better deal and your current retailer can't match it, consider making the move to the cheaper service. It's important to take into consideration whether you would face any end of contract fees or other costs to change over and make the decision that is right for you.

To compare energy retailers, you can use services like Energy Made Easy (created by the Australian Government) - www.energymadeeasy.gov.au

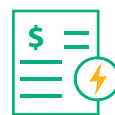
This website can help you in 3 key areas:



Find an Energy Plan
select the right plan for you



Get Energy Smart
Understand plans, bills & your rights



Control Your Costs
Help reduce your energy bills

Reviewing Your Costs

If you have reviewed your bills and are still feeling like your day-to-day expenses are unaffordable, you may want to review what you are spending your money on. Have a think about whether you are paying for any costs which you can cut back on, especially little things which can add up over time, like multiple entertainment/media streaming subscriptions. Are you paying for a landline when you only use your mobile phone? Are there any large expenses you may want to reconsider?



Bicycles, E-Bikes and E-Scooters

With many more suburbs around Brisbane becoming bicycle and scooter friendly, now is a great time to make the change. Bicycles and electric bikes / scooters are much cheaper to purchase and maintain, particularly as there are no fuel costs! Not only is this form of transport cost effective, but it's also good for your health and helps you avoid traffic and parking headaches!



Car Share

If you still want the flexibility of having a car when you need it, like for visiting friends and family, picking up furniture, or for trips away, but don't want the expense of registration, fuel, and ongoing maintenance, you may want to consider car share. Car share provides people the opportunity to rent a nearby vehicle for a short period of time, usually giving options of renting by the hour or by the day to suit your needs. There are a range of different vehicles to suit your needs, from small sedans and large SUVs to utes and vans.

There are a few different companies which offer this service in Brisbane, we have included a few below. Have a look to see which one suits you best, matches your budget and is available in your area.

Go Get – www.goget.com.au

Uses its own vehicles (200 or so) that are parked around the city for customers to book and use.

Drive Mate – drive-mate.com.au

Allows customers to borrow cars from neighbours offering up their vehicles on their all-in-one rental app.

Car Next Door – www.carnextdoor.com.au

Allows private car owners to directly hire their car out to another person.

Personal Vehicles

With the price of petrol and insurance rising, many people are finding the cost of keeping their own private vehicle is becoming too much. You may want to consider some alternatives to owning your own vehicle, particularly if you do not use your vehicle very often!

Alternatives to owning your own vehicle



Walking and using Public Transport

If you are close to local amenities (e.g. shops, medical appointments, public transport), you may choose to swap your car for walking and catching public transport. If using public transport, make sure you check whether you are eligible for concession fares!

To find out more about concession fares, where your closest public transport is and how much it costs, visit the Translink website or give them a call.

W: translink.com.au

Ph: 13 12 30 (available 24/7)

Emergency Relief

If you are experiencing financial distress and need support, consider accessing emergency relief. There is no shame in asking for help in difficult times, and there is help available!

Speak to Your Housing Manager

If you are experiencing financial distress and are struggling with your rent, speak with your Housing Manager. They may be able to connect you with support or explore your housing options with you if you feel you are no longer able to afford your rent. BHC wants to support residents to sustain their tenancy where possible and ensure they are connected to support to get through tough times.

Home Energy Emergency Assistance Scheme

The Home Energy Emergency Assistance Scheme:

- is for Queensland households experiencing problems paying their electricity or reticulated natural gas bills as a result of an unforeseen emergency or a short-term financial crisis that has occurred within the past 12 months.
- is a one-off emergency assistance to help with paying your home energy bills
- pays up to \$720 once every 2 years.

For more information and to check your eligibility visit www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions/home-energy-emergency-assistance-scheme or contact your energy retailer to discuss.

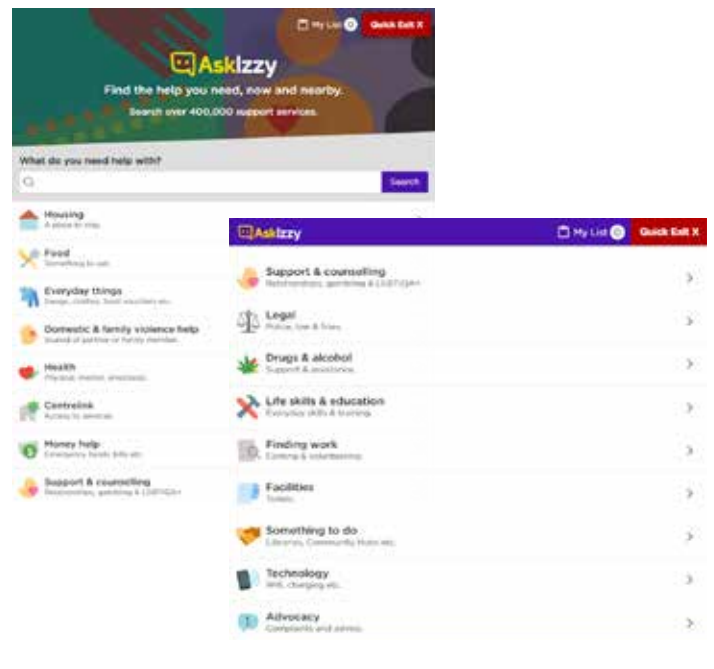
Food Relief

Many local community and neighbourhood centres offer food relief in the form of hampers, fresh produce, pre-made meals and even vouchers in some instances. Contact your local neighbourhood centre to find out what they can offer.

Finding Emergency Relief

If you need help finding emergency relief, whether it's food, everyday things (e.g. clothing and household goods), financial assistance, or even finding a local community hub, Ask Izzy can help!

Ask Izzy is an incredible online resource which can connect you to services in your area, based on what you need. Simply visit www.askizzy.org.au



No Interest Loan Scheme (NILS)

This issue we have talked a lot about rising cost of living. If you do need to access a financial loan, consider a No Interest Loan to avoid high fees and interest rates. NILS loan features:

- Available for up to \$1,500 - \$2,000 depending on provider
- Interest Free
- Fee Free
- For low-income earners and those receiving a Centrelink payment
- For essential goods, household items and services (e.g. car related expenses)

A number of organisations offer NILS, including:

Good Shepherd

W: goodshep.org.au/services/nils
Ph: 13 64 57

St Vincent de Paul Society

W: qld.vinnies.org.au/services/finances/no-interest-loans-scheme-nils
Ph: 1800 846 643 and select menu option 4

Community

W: community.org.au/nils
Ph: 3198 4410

Salvation Army

W: www.salvationarmy.org.au/need-help/financial-assistance/no-interest-loan-scheme
Ph: 0437 723 863



AGE PENSION AND EARNING MONEY

MYTH BUSTING!

by Anthony Campbell, BHC RPEC

If you are on the Age Pension, you may be considering part time or casual paid work to help keep up with the cost-of-living expenses and also help with the crippling labour force shortages.

Here is some information, provided by National Seniors Australia, which explains how much someone can earn while on the aged pension.

You're allowed to earn a certain level of income before your pension is reduced or cancelled.

A full age Pensioner can earn up to \$300 per fortnight before it impacts on the pension.

Depending on how much over the \$300 per fortnight someone would earn, it would reduce the pension by 50 cents in the dollar.

Someone can also earn up to \$190 pf in any other income such as bank deposits or deemed income.

For example: (fortnightly amounts)

Pension single person (as of Sept 2022): \$987.10 + \$300 pf (paid income) = \$1287.10 so no impact each fortnight.

Every dollar earned in paid employment over the \$300 per fortnight, reduces the pension by 50 cents in the dollar.

If you have any general questions about pension income it is important you contact Centrelink to discuss further. It is also important to contact Centrelink if you have secured paid employment and inform them of the income amounts, so their computer will calculate the pension and make any necessary adjustments.

If you are on the Age Pension 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.



SUMMER SPECIALS

Woolworths and Coles employment opportunities.

The national unemployment rate is at an all-time low with many businesses in the Brisbane and surrounding suburbs struggling to fill available jobs in all different types of industries and sectors.

One industry in particular struggling for workers, is in retail and customer service. Businesses such as Woolworths and Coles, have many jobs to fill in all areas of their supermarkets, covering roles in nightfill, Deli, Dairy, Bakery, Checkout, online shopping, and trolley collection.

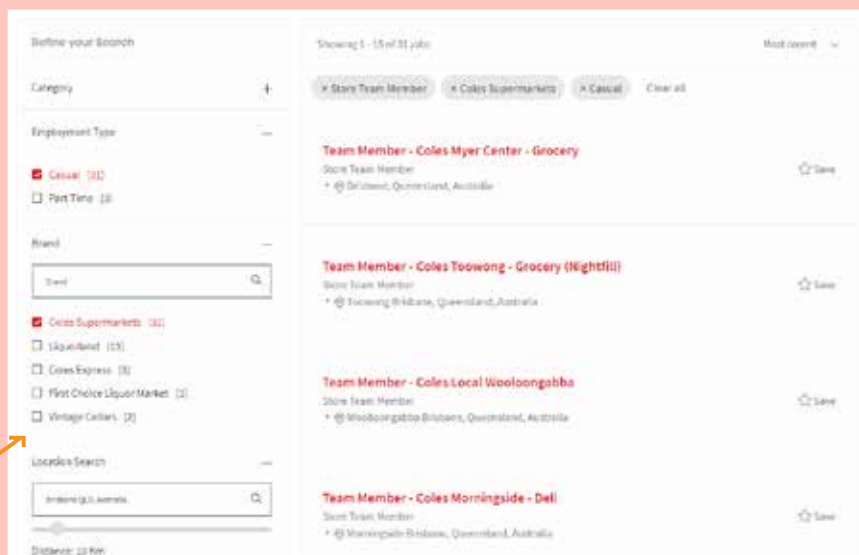
Both Coles and Woolworths have a diverse workforce and encourage applications from people of all ages, cultures, abilities, sexual orientation and gender identities and they both provide extensive training for many of their roles. With many BHC properties close to either a Coles or Woolworths supermarket, the opportunity to work in close distance to your home can provide many advantages. If you would like to explore if a career at Coles or Woolworths might be a good fit for you, and what types of jobs are available in your area and surrounding suburbs, the Coles and Woolworths careers pages are the best places to start.



For Coles

To get started, go to the Coles Career Paths page (colescareers.com.au) and scroll down to the "Find a Job" heading, and click on the pictures to read information about their particular positions in retail, store support and distribution centres.

Once you reach the list of available jobs throughout Australia, refine the search to include Employment type, brand, location, and key words. See example for Brisbane search criteria.



For Woolworths

To get started, go to the Woolworths Group careers page (www.wowcareers.com.au/jobs/) and select the relevant dropdown answers to filter the search for available positions. The result from the search shows the available jobs. You can select the specific position to get further information and to apply for the position.



See example for Brisbane.



Need step by step assistance?

Navigating through this process can be very daunting, but our BHC Resident Participation and Employment Coordinator Anthony can help! Anthony can support you step by step with exploring employment opportunities with Coles or Woolworths, so get in touch today.

Cost of Living & Keeping Your Wellbeing

As the cost-of-living increases, so do financial pressures, placing more strain on individuals, families and communities. This pressure can affect an individual's mental health and emotional wellbeing, even resulting in unhealthy coping strategies like excessive alcohol and drug use, as well as gambling addictions. Financial stress can also exacerbate domestic and family violence and put more strain on relationships. Keeping this in mind, BHC would like to highlight five incredible resources that can support individuals and families experiencing emotional, financial or relationship stress.

NATIONAL HOTLINES

1800 RESPECT | Domestic Violence Helpline 1800 811 811 | www.1800respect.org.au

24 hours a day, 7 days a week, domestic violence survivors can access confidential information, counselling, and support. You can ask for help planning your safety, finding local support services, and getting a better understanding of your situation and supports available. Those seeking information on how to support someone experiencing violence in a relationship can even call the hotline.

Mensline 1300 78 99 78 | mensline.org.au

Mensline is a free 24/7 phone and online counselling service. Relationship breakdown, separation and divorce, parenting, family violence, suicide prevention and emotional wellbeing are just some of the areas Mensline qualified counsellors can assist. Their website also provides information on men's mental health, fatherhood, creating a positive intimate relationship and violence prevention. Get connected to your supports through their website, hotline and/or web chat.

LOCAL SUPPORTS

Relationships Australia 1300 364 277 | relationships.org.au

Positive relationships are the focus of this service. Domestic and family violence prevention and one-on-one support are among their many supports alongside mediation and dispute resolution. Financial counselling can also be provided for those

struggling with gambling addictions as well as services geared towards men and fostering healthy relationships with partners and children. Relationships Australia provides tailored support to First Nations, Culturally Diverse, and LGBTQIA+ communities. Call Relationships Australia for advice, support or just help in understanding your situation. We highly recommend!

Immigrant Women's Support Service (IWWS) 07 3846 3490 | www.iwss.org.au

Located in Brisbane IWWS provides counselling and legal support to women experiencing violence, assisting them in navigating services to ensure a safe and positive outcome for you and your family. All women who have migrated to Australia in the course of their lives are eligible for their support, no matter what visa you are on. Get in touch with them today if you think this could help you!

Caxton Legal Centre Inc 07 32 14 6333 | caxton.org.au

This service helps people who are disadvantaged or on a low income find free legal assistance. Caxton Legal Inc. provide legal and support services for seniors, financial protection services, domestic violence services, employment law services, as well as wraparound social work services. Locally-based, they respond to local needs. Their flood recovery service, for example, provides legal advice and social work support to anyone affected by the floods in 2022. Call and book an appointment now or visit them at 1 Manning Street, South Brisbane 4101.

No matter what the economic climate or your local environment is like, there are many reputable services available to help people manage stress, create positive relationships, and thrive. Connect directly to any of these services today, contact your support for referrals, or call the BHC Community Development Team on 07 3307 3000 if you need help with referrals.



ASSET CORNER

OUR 7 SPRING CLEANING TIPS

With the arrival of a new season, this can be an opportune time to get on top of those cleaning items that you may have been putting off! We've included some spring cleaning tips to help you freshen up your space.

- 1 PREPARE FOR THE WETTER MONTHS AHEAD**
this is a good time to protect your furniture from mould. There are protective sprays available that can prevent the fabrics of your furniture from mildew and mould. Ensure furniture has some space between the walls to avoid moisture and mould building up.
- 2 REMOVE COBWEBS AND BUILT-UP DUST**
from ceilings, windowsills, and cornices.
- 3 CLEAN YOUR CEILING FAN BLADES AND WIPE DOWN EXHAUST FANS IN BATHROOM**
you don't want dust blowing around after you've finished cleaning!
- 4 CLEAN YOUR COOKTOP AND RANGEHOOD**
remove built up grease and grime: getting the kitchen ready for a new season of cooking and some fresh spring meals!
- 5 REMOVE AND WASH WINTER BED LINENS AND BLANKETS**
before storing them for the season or putting them back on the bed, you might want lighter sheets on the bed as the weather warms up.
- 6 BATHROOM HACK**
all you need is a few basic cleaning ingredients like bicarbonate of soda and distilled white vinegar, which can be used to make a paste for cleaning off soap scum.
- 7 TIPS FOR CLEARING CLUTTER**
assess the areas where dumping occurs, look at what items are being dumped and consider what storage solutions may help. You could consider a large basket, storage tubs, a set of drawers or even a little bookshelf to store away the items which need a home, particularly for things like toys, bags and magazines.

A REMINDER AROUND FIRE SAFETY

In an emergency your safety is the priority, so we want to remind all residents to remain vigilant around fire safety. There are little things we can all do to help keep ourselves and our neighbours safe should an emergency happen.

- Do not tamper with, remove, or cover your smoke alarms.
- Ensure your exits are clear of any tripping hazards.
- Ensure common areas, fire exits and egress paths in your complex are clear of any personal items, including plants, prams, furniture. These items are a hazard and can hinder people trying to exit the building quickly in an emergency.
- If you have mobility barriers and cannot evacuate in an emergency, contact your Housing Manager today to organise a Personal Emergency Evacuation Plan (PEEP).



WHAT'S ON?



Queensland Mental Health Week: 8 - 16 October, 2022

Queensland Mental Health Week (QMHW) encourages all of us to think about our mental health and wellbeing. Take this week as an opportunity to understand the importance of mental health in our everyday lives. Learn more about QMHW or find an event near you: www.qldmentalhealthweek.org.au



Brisbane Disability Expo: 14-15 October, 2022

Royal International Convention Centre, Brisbane Showgrounds, 600 Gregory Terrace, Bowen Hills, FREE entry

The Brisbane Disability Expo will link thousands of people with a disability with hundreds of product and service providers as well as presenting a range of informative and interactive presentations delivered by industry experts.



Get Online Week: 17-23 October, 2022

Everyone deserves the opportunity to safely participate in our digital world and no one should be left behind. Many community organisations host events during Get Online Week to support people to improve their digital skills and motivate them to learn more. Find out more and get support at a local event: aus.getonlineweek.com



National Recycling Week: 7-13 November, 2022

This year's theme is 'Waste isn't waste until it's wasted'. This week it's not about recycling more, but recycling better. Learn how you can recycle right, reduce waste and contamination, and engage with positive sustainable actions at home and in your community. Visit: recyclingnearyou.com.au/nationalrecyclingweek



Garage Sale Trail: 12-13 and 19-20 November, 2022

Garage Sale Trail is Australia's festival of pre-loved stuff, dedicated to helping you extend the life of your stuff and find the ultimate pre-loved gem. This year find out you can turn your stash into cash, snag a pre-loved bargain or join an online workshop. Visit: garagesaletrail.com.au



BHC Resident End of Year Celebration: TBC

For a day of fun, food, lucky door prizes and live music, make sure to keep an eye out in your mailboxes for your invitation to our Annual Resident End of Year Celebration.

Numbers will be limited, so keep up to date by following us on Facebook.



Queensland to a T: Now until January 22, 2023, Queensland State Library

'Queensland to a T' is a free exhibition of tea towels that offers a unique and fascinating look into Queensland's culture and identity between 1950 and 2016.

So, soak up history and all things nostalgic and memorable while you reminisce, remember and see what comes out in the wash.

NOTICEBOARD

2022 INCOME REVIEWS

Most residents will soon be receiving their 2022 Income Reviews. A reminder that completing your annual income review and returning it to BHC is a mandatory part of your tenancy obligations. If you have any questions about your Income Review or need assistance completing this, please contact your Housing Manager for more information.

2022 TENANT SATISFACTION SURVEY

Complete your survey by **Friday 9 December 2022** for a chance to win a \$200 or one of two \$100 vouchers. Return your survey by **Friday 13 January 2023** for a chance to win one of four \$50 vouchers. Or complete your survey online via survey monkey by **Friday 13 January 2023** for a chance to win one of five \$20 vouchers.

RESIDENT ACHIEVEMENTS

Congratulations to long-term BHC resident Cheryl who recently published her first novel. Cheryl was recognised in 2019 with the Lord Mayor's Australia Day Achievement Award for her encouragement of other writers and work with the Brisbane Writer's Group. Congratulations on this wonderful achievement Cheryl! If you would like to find out more about Cheryl's book, you can find out more using the QR code.



STORM SEASON

It's that time of year again when Queenslanders prepare for severe weather. The Brisbane City Council have prepared information, resources and tips on staying safe and being prepared this storm season. Visit the Storm Safety section of their website for info such as what to include in your Storm Emergency Kit, how to sign up for Severe Weather Alerts, and more!



CONGRATULATIONS TO OUR SOCIAL MEDIA

COMPETITION WINNERS!

Two months ago, we launched a Social Media Competition to encourage BHC residents to Like/Follow our Facebook page.

At BHC, we believe equal digital access is crucial to the social and economic well-being of individuals. We regularly share information about your tenancy, support services, local events / community projects, and other helpful information to support residents, and want to make sure every resident has access to this.

Congratulations again to our 5 lucky winners! Thanks again to everyone who entered, we hope to do more of these competitions in the future. Remember to stay connected with us on Facebook and read the Bugle to keep up to date.



Like/Follow us on Facebook
BHC Creating Liveable Communities

Quick Tips

- Look out for potential roof leaks and report any suspected leaks to BHC as soon as possible.
- Be aware of potential slip and trip hazards caused by rain or severe weather, e.g. water across walkways or fallen debris.
- Secure loose objects in your yard and on your balcony, such as outdoor furniture and toys.
- If you lose power:
 - Call Energex on 13 62 62 to check if there is an outage in your area and when the power is expected to be back on.
 - If you are not part of a larger outage, you may have tripped your safety switch. If it's available to you, check your safety switch and if it has tripped you can reset this at your electricity box / switchboard.
 - Stay away from fallen powerlines. Report all fallen powerlines to Energex on 13 19 62.

RPEC Testimonial: From BHC Resident Steve

Anthony is BHC's Resident Participation and Employment Coordinator, fondly referred to by many as the RPEC. In Anthony's role, he works with BHC residents to support them and help navigate education, learning, employment, training, volunteering opportunities – and more! For residents who are interested in taking that next step, whatever that looks like for them, Anthony is here. Whether it's helping with a resume, exploring different courses or employment pathways, or even just helping figure out what that next step may be – Anthony can support you with your journey.



Recently, Anthony worked with BHC resident Steve, to provide him with tailored job searching assistance and mentoring to achieve his short-term employment goals. Anthony also provided Steve with advice relating to future career pathways following the completion of his tertiary studies. Steve shared his experience with Anthony.

I felt better prepared to overcome challenges by having available to me such a wide range of diverse skills and talents ...

“

Anthony's skills and unique ability to listen

”

... he comes up with tailored solutions to meet your needs, to have Anthony at my disposal is rare, I feel privileged to take advantage of this.

Anthony is always considerate flexible and professional when it comes to communication with his participants, he is conscious about people's daily life's he uses clear, trusting communication. It increases the chances of success for [residents] ... Anthony uses telephone calling, text messaging and emails as preferred means. This removes any ambiguity while supporting the needs of his diverse clients and cultural backgrounds.

Steve told us that Anthony's skills and the way he communicates builds trust and helps to understand resident's individual needs. By providing open communication and responsive feedback, Anthony can work with residents where they are at and focus on their personal goals.

[Anthony's] thinking outside the box, taking initiative in collaboration with other leading government agencies, private sector businesses, non-profit organisations [offers] the best possible outcomes, overcoming challenges [and] developing strategies to success.

I thank you Anthony for being such support and leading ambassador for BHC.

If you would like to speak to Anthony about your own personal participation, employment or learning goals, reach out today. You can contact Anthony by phone, text or email – whatever you prefer.

Ph: 0417 361 506

E: anthony.campbell@bhcl.com.au

CONTACT US

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Website: www.bhcl.com.au
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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