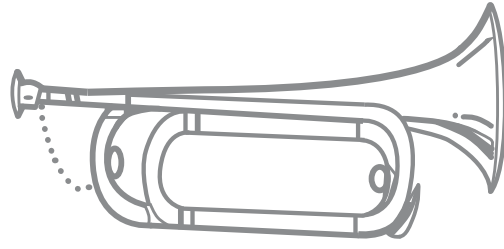
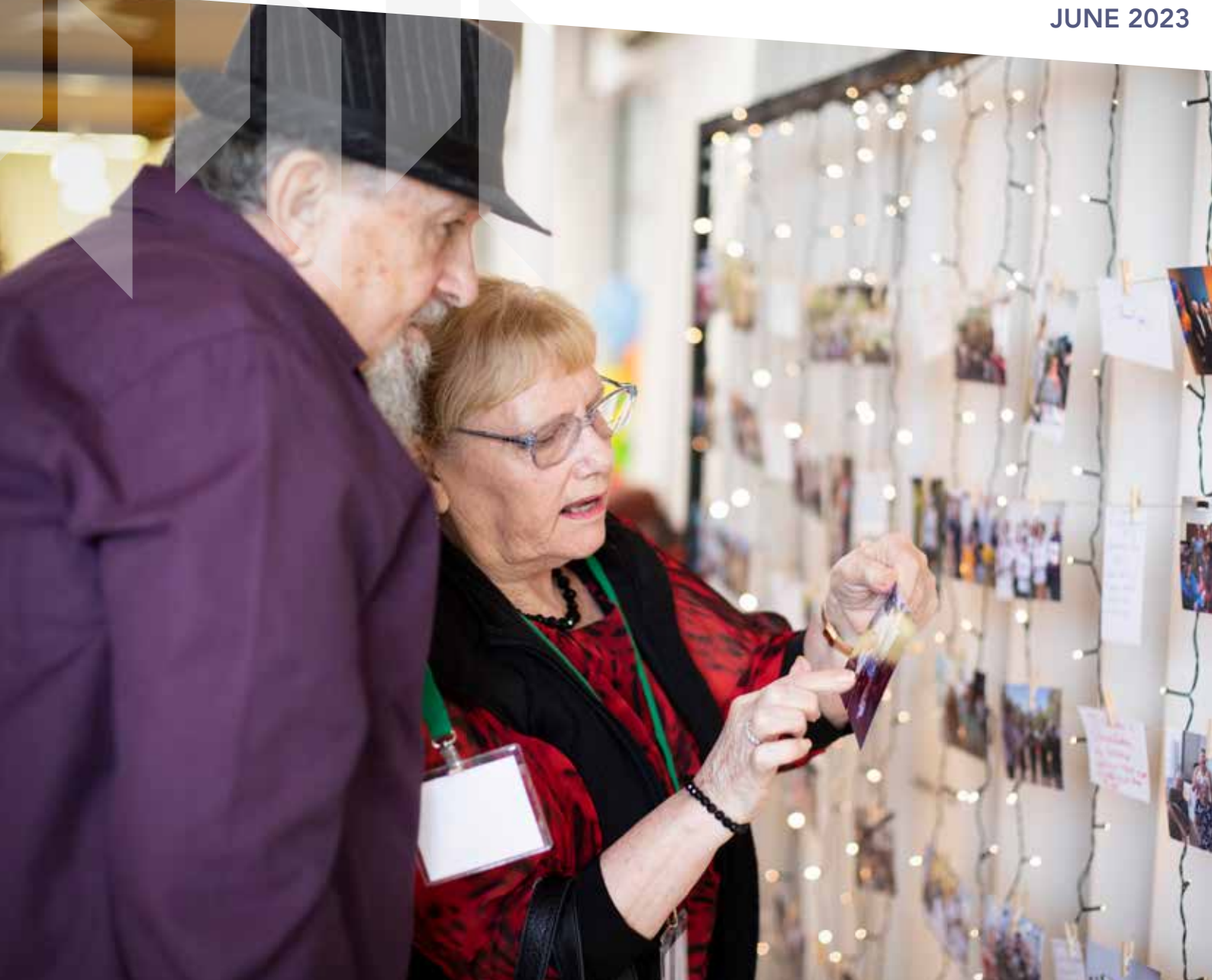


bugle



WINTER EDITION
JUNE 2023



Good Neighbours

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Dear readers of the Bugle,

As we move further into 2023, I am excited to share what we have in store for this Bugle Edition. The main theme of the issue is promoting connection to neighbours and to community.

At BHC we are committed to supporting our residents to thrive and we believe that promoting connections to neighbours and community is an essential part of achieving this goal. We believe building positive relationships with those who live around us is essential to creating a harmonious and supportive community living environment.

As such, in this edition, we've featured articles on the benefits of getting to know your neighbours, including tips on how to create a welcoming and friendly community. We are also proud to include contributions from two members of our BHC community; a book review written by one of our BHC residents and an article about volunteering where we hear from an incredible BHC resident who is contributing to our community in powerful ways.

We know that connecting with each other in times of hardship can help ease the burden. This edition shares information on upcoming events and activities you can participate in to connect with your neighbours and build stronger relationships in your community.

However, it is also no secret that many in our community are facing increasing cost of living pressures, and I want to remind you that help is available. If you are struggling to make ends meet,

I encourage you to seek assistance and support through local support services, including neighbourhood centres or by contacting BHC. The BHC Impact Fund also offers a range of programs and services to support our residents, including participation, referral and employment support and small grants to assist with covering unexpected costs. Please don't hesitate to reach out to your housing manager or our community development team members to find out more.

BHC is also wholeheartedly focussed on building homes for those in our community who are struggling to afford housing in the private market. I am pleased to share that our newest complex at Wardle Street, Mount Gravatt is almost complete, and we're excited to welcome our newest BHC residents to the property shortly afterwards. I'm also thrilled to announce that key projects in Redcliffe and Cherside will soon commence construction which will provide vital additional affordable housing options for those in need. These new developments are a crucial step towards achieving BHC's goal of increasing the supply of much-needed safe and affordable housing.

To all of you, thank you for being part of our BHC community. We hope you enjoy this Bugle edition, and we look forward to seeing you at upcoming BHC and community events.

With kind regards,

Rebecca Oelkers,
CEO



2022 Tenant Satisfaction Survey – SNEAK PEEK!

Last year we sent the 2022 Tenant Satisfaction Survey to half of BHC's residents, with the other half of residents set to receive a survey this year. Between November 2022 and April 2023 80% of residents surveyed completed their survey and returned it to us! This is an incredible response rate, and we would like to thank every resident who took the time to complete their survey. We value your feedback.

We have been busy over the last few months analysing the data from those surveys to better understand our residents, their satisfaction with the services we provide, and other key insights! We look forward to sharing these results with you in the next edition of the Bugle.



SUPPORT TO PAY YOUR

SPER FINE

What is a work and development order?

A work and development order is a way for people in hardship to reduce their State Penalties Enforcement Registry (SPER) debt by doing relevant courses, attending counselling and treatment programs, or completing unpaid work with an approved Hardship Partner.

Who can apply

You may be eligible for a work and development order if you can't pay your debt due to financial hardship, mental illness, domestic and family violence, homelessness, intellectual and cognitive disability, and substance use disorder.

Hardship Partners

A Hardship Partner is an approved community organisation or financial or health practitioner that provides services for people in hardship to resolve their SPER debt. Different Hardship Partners can help in different ways. Some may be able to offer counselling and treatment programs, while others could provide life skills courses.

Hardship Partners are located across the state, so it depends on their location and the services they offer as to whether they can help you.

How to apply

If you can't pay your SPER debt and believe you're eligible for a work and development order, go to www.qld.gov.au/law/fines-and-penalties/overdue-fines/sper-work-order to find out more. Alternatively, you can call SPER on 1300 365 635 to discuss your options.



Debts that can't be included

Some debts can't be included in a work and development order, such as compensation and restitution. You need to pay these debts in full or apply for a payment plan online at qld.gov.au/sper or call 1300 365 635. If a plan is approved, SPER will automatically deduct payments fortnightly from your bank account, debit or credit card, or eligible Centrelink benefit.

Activities you can do

Your Hardship Partner will develop an activity or treatment plan for you and supervise the activities you undertake. Rates start at \$30 per hour and you can reduce your debt by up to \$1000 per month.

More information can be found on www.qld.gov.au/law/fines-and-penalties/find-a-hardship-partner or by contacting SPER on 1300 365 635.



Source: <https://busyability.org.au/support-to-pay-your-sper-fine/>

CHARGING ELECTRIC VEHICLES SAFELY IN YOUR HOME



E-bikes and E-scooters can be a low cost and easy way for residents to travel however, charging your E-scooter at home can present some dangers that you may be unaware of. Here are some tips around safely charging and maintaining your E-bike or E-scooter to maximize its longevity and to avoid damaging your electrical outlets in your home:

- Do not leave LEV (light electric vehicle) batteries/devices unattended whilst charging.
- Disconnect from the charger as soon as fully charged.
- Purchase from reputable manufacturers and suppliers.
- Check chargers have the Regulatory Compliance Mark to show they meet Australian Standards.

- Use only chargers supplied with the device, or certified and compatible third-party charging equipment; using with the incorrect voltage or current can lead to fires.
- Ideally charge devices outdoors and definitely not on combustible or insulating surfaces such as beds, sofas, carpet, blankets, or paper.

If you charge an LEV in or around your apartment, you are responsible for its safety. In some complexes, we may have designated areas for charging devices.





Let's chat about Neighbours Every Day

Did you know that Relationships Australia decided to lead a change from one Neighbour Day celebration a year to encouraging communities to think about their Neighbours Every Day?

BHC believes this is an excellent initiative, as it fosters community and belonging among neighbours, keeps us aware of our neighbours every day, which improves our well-being and quality of life. We are already considering how Relationships Australia resources can benefit BHC residents and buildings.

As we have all experienced, the COVID-19 pandemic has highlighted the importance of staying connected with our communities. We know that an increase in disconnected relationships has occurred due to concerns surrounding health, cost of living, and other environmental pressures, leading to increased loneliness for our community. The pandemic has also made it clear that we need to be proactive in building and strengthening these connections. This is especially true for those who live closest to us.

It is through Neighbours Every Day that Relationships Australia hopes to inspire everyone to take small steps toward building stronger relationships with their neighbours; bit by bit tackling the fears and anxieties that lead to disconnected relationships. This could mean something as simple as saying hello and introducing yourself or inviting neighbours over for a cup of tea or a BBQ in your building's community space.

We understand that it can be difficult to reach out to our neighbours, especially if we don't know them well or if there are language or cultural barriers. That's why Relationships Australia has provided resources to help make these interactions easier and more comfortable for us. They discuss things like getting to know your neighbours, conversation

starters and navigating differences respectfully. You can see the full spread of these resources at neighbourseveryday.org/resources or call them on 1300 364 277 and ask them to post the resources to you. In the meantime, BHC has compiled some of our favourite tips from Neighbours Every Day below.

1

Relationships Australia shares with us that some ways we can get to know our neighbours include: introducing ourselves, finding common interests, inviting neighbours over for a cup of tea or a meal, being respectful of cultural differences e.g. asking if you should take your shoes off when you enter your neighbours' home, offering to help with tasks or errands, and joining local community groups or events in the neighbourhood while promoting these with your neighbours if the opportunity arises.

2

The initiative also discusses some possible conversation starters we could use when talking with neighbours. Some tips such as asking about hobbies and day-to-day interests, as well as sharing information about community events or resources could be helpful ways to get to know someone. Complimenting something you admire about their home or garden can also be a great icebreaker. Relationships Australia encourages us to always listen actively and show genuine interest in what is said in these icebreaker conversations.



3

Considering the diverse cultures and backgrounds in Australia, Neighbours Every Day highlights the importance of being culturally sensitive. We can do this by being mindful of cultural norms and traditions, asking respectfully curious questions, and avoiding stereotypes. Relationships Australia emphasises the importance of learning about cultural differences. Even going as far as encouraging us to learn about unfamiliar cultures by doing research online, watching foreign films or talking to an expert in working across cultures.

BHC believes that if we continue to look out for one another, even just by smiling, waving, and saying hello, we often unknowingly contribute to our wider community in positive ways that we may not know. We start a butterfly effect in our communities by being friendly. Do you smile back when someone smiles kindly at you?

Let's start a chain reaction of kindness in our BHC communities and tell Relationships Australia we rock at being *Neighbours Every Day!*



CARE FINDER SERVICES FOR RESIDENTS

Assisting older Australians with accessing Aged Care supports.

Knowing where to turn if you need help can be difficult, especially as support needs become more prevalent and complex with age. There are numerous support services and navigating the many options and providers can be difficult, especially if you are unsure of what type of help you might need. This is where Care finder comes in.

Care finders can be accessed through multiple services providing comprehensive face-to-face and over-the-phone support for vulnerable older Australians who may not know where to turn or may have fallen through the cracks of other support services. There are Care finders available across multiple demographics such as people experiencing or at risk of homelessness, disability support, gender and sexually diverse populations, Aboriginal and Torres Strait Islander people, and culturally and linguistically diverse populations. It can be a daunting task to navigate the various support systems that exist which can lead to hesitancy accessing services. With a Care finder educated professionals will support the navigation of difficult systems with professional knowledge.

If you are experiencing difficulties with communication barriers and literacy skills, finding it hard to understand the large amount of information involved in finding support, or are experiencing isolation and have no access to a support worker, then a Care finder will support you or your loved ones to seek the support needed.

To find a Care finder service near you, you can contact.

Community QLD: 07 3510 2772

Footprints: 07 3252 3488

Micah Projects: 07 3029 7070



Volunteering in your community

A volunteer is someone who willingly provides their time for the common good without financial gain. It can be done formally through an organisation, or it can be done informally by connecting to your peers and community.

Benefits of Volunteering

- Develop new skills, gain experience and network.
- Use your current skills to make a difference and help others.
- Meet new people and support your local community.
- Experience new and exciting opportunities you usually wouldn't enjoy
- Learn how to do something new.
- Improve your chances of finding paid work while supporting the community.
- Contribute to a cause close to your heart.
- Looking for a lifestyle change and meeting more people.
- Getting out and about.
- Combatting experiences of loneliness, isolation and depression.
- Maintaining an active lifestyle.

Finding the best volunteering opportunity for you

The most valuable part is that you enjoy yourself and develop the connections and skills that will enrich your life. There are many factors to consider when seeking

volunteering opportunities that will create the most supportive environment possible for yourself and those around you.

Four things to consider while applying:

1. How mobile you are or would like to be in the role.
2. How autonomous or team-oriented you would like to work.
3. Whether this is a learning or a skill-sharing opportunity.
4. Travelling capacity and costs.

There are lots of ways to get involved. Here are some ideas on who you can support.

- **Your community** – local events, school support networks such as tuckshops or fundraisers, vulnerable people in your community such as elderly or disabled members, local community neighbourhood centres.
- **Individuals** – become a mentor and support people professionally or socially.
- **A social cause** – support petitions, organise campaigns, fundraise, and more.
- **Recreational clubs** – get involved with your local sports club or start an art group.
- **A good cause** – fundraise, help at animal shelters, make meals for the less fortunate, or share your skills.

Volunteering your time

Volunteering makes a positive difference in the lives of others and there are also many benefits for the volunteer. Discover what type of volunteering you might like to do, what that might look like, then use these resources to find an opportunity that suits your goals.

Finding volunteering roles/useful links:

Volunteering QLD www.volunteeringqld.org.au

Seek Volunteer www.volunteer.com.au

Go volunteer www.govolunteer.com.au

QLD government www.qld.gov.au/community/community-organisations-volunteering/volunteering

Brisbane City Council www.brisbane.qld.gov.au/community-and-safety/community-support/volunteering-opportunities

Need support?

If you're looking to volunteer, but don't know where to start our Resident Participation and Employment Coordinator, Anthony, may be able to help you!

Email: anthony.campbell@bhcl.com.au
SMS: 0417 361 506



VOLUNTEER PROFILE

Meet Charmaine

For over 10 years, BHC resident Charmaine, has spent thousands of hours volunteering for many organisations and causes. Contributing to the community has always been the main motivation behind Charmaine's passion for volunteering.

"I am a community person; I love creating connections and meeting a wide range of people from different age groups and backgrounds."

After the English language school she worked at closed, Charmaine knew she didn't want to lose her skills. At the age of 59, she began volunteering at South Bank Tafe, assisting students one-on-one to get a better understanding of English. As a migrant herself she wanted to help those learning English as a second language settle into their new life in Australia.

Shortly after moving to her home in Bowen Hills, Charmaine began volunteering at Queenslanders with a Disability Network (QDN). Today, Charmaine is one of QDN's advocates and a member of her local Peer Support Group.

"I take my work with QDN very seriously, I speak for many people with a disability who don't have a voice. I am able to advocate for them."

Another passion of Charmaine's is the arts and writing. She has volunteered with the Brisbane Writers Festival across several festivals and has been privileged to meet a number of renowned local and international authors.

"I've been involved with and appreciated all sorts of artforms for many years. Art is something that uplifts my soul and I feel that everyone should be able to enjoy it."

To further her love of the arts, Charmaine has recently started an application with the Institute of Modern Art. Through this volunteering opportunity, she hopes to understand the work of new contemporary artists and write about it in a more informed manner.

In 2021, Charmaine was diagnosed with cancer. To celebrate being in remission, she took part in the 2023 Laps for Life to help raise money for ReachOut; a safe, online place for young people to chat anonymously, get support and feel better. Initially pledging to raise \$1000, Charmaine smashed her goal and raised \$2500 for ReachOut, whilst completing 500 laps at the Valley Pool during March.

To anyone thinking about volunteering, Charmaine recommends choosing a cause or organisation you can relate to or a skillset you want to build on. Volunteering is an opportunity to make connection with likeminded individuals and upskill and may possibly lead to casual work in the future.

"My volunteering work has granted me some casual paid work, but that doesn't always happen. But the skills I have picked up, is a skill-set that I would have never learned if I had gone to university".



Stronger through community

QulHN is an organisation working across Queensland to support with programs and services related to alcohol and other drugs as well as mental health concerns.

These programs include harm reduction, therapeutic programs and primary medical care. The goals of QulHN are to take a harm reduction approach to substance use, providing high-quality research to government organisations and embed peer-led practices into their work. They value self-determination, client engagement, respect, diversity, and transparency.

MudMaps Group

QulHN MudMaps group sessions welcome anyone who is making or thinking about making changes to their substance use.

QulHN welcomes anyone who is using substances as well as having mental health concerns.

Topics for MudMaps sessions are decided by the group participants, with guidance from the facilitator.

WHEN: Every Monday 10:30am – 12:30pm
WHERE: 1 Hamilton Place, Bowen Hills, Brisbane

MAISE Group

The Mental Health and Illicit Substances Education (MAISE) group is a support, skill-building and education program for anyone experiencing the negative effects of drug use and mental health problems.

MAISE is designed to support on-going case management or counselling. You will need to be assessed by a case manager, support worker or counsellor before attending.

WHEN: Group runs for 8 weeks, starting Wednesday 26th July, 10:00am - 12:00pm
WHERE: 1 Hamilton Place, Bowen Hills, Brisbane

Mindfulness Group

Learn to manage feelings and thoughts with the lifelong skill of everyday mindfulness. This is an open group, everyone is welcome.

WHEN: Every Friday 10:30 - 11:15am
WHERE: 1 Hamilton Place, Bowen Hills, Brisbane

Nuts & Bolts

Nuts & Bolts is a relapse prevention and harm reduction group that everyone is welcome to attend.

WHEN: Every Thursday 10:30am – 11:30am
WHERE: 1 Hamilton Place, Bowen Hills, Brisbane

Wiser Minds

Wiser Minds is a skill-building group for emotional regulation and distress tolerance that everyone is welcome to attend.

WHEN: Every Tuesday 10:30am – 11:30am
WHERE: 1 Hamilton Place, Bowen Hills, Brisbane

ASSETS CORNER

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

Tips on how to unblock toilets

Soft blockages

Soft blockages are an obstruction in your toilet, usually made of excess paper or organic matter. You can try these methods for soft blockages.

- Fill toilet up with hot water.
- Use a toilet plunger.
- Use a long solid item, such as coat hanger, to push the soft blockage past the s-bend; then remove the solid item/coat hanger.
- Full flush the toilet twice after the blockage has been cleared.

Items stored in common areas

Please be kind to your neighbours when trying to dispose of or store items. 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.

Preventing and removing mould

Prevention

- Allow sunlight in whenever possible.
- Allow airflow as much as possible.
- Turn on exhaust fans in showers and kitchens.
- Regularly remove moisture from wet areas such as bathroom, kitchen and laundry.
- Allow space between furniture and walls for airflow.

Removal

- Utilise personal protective equipment, including masks, to avoid inhaling spores.
- Place drop sheets around area for cleaning, try to exclude people from entering the space being cleaned.
- Have separate buckets for cleaning solution and clean water.
- Rinse cloths in clean water before refreshing in the cleaning solution.
- Use a clean cloth to wipe down area after scrubbing with the cleaning solution.
- Wipe dry.

TIP

An easy and cheap recipe for cleaning solution is 3 parts water to 2 parts white vinegar



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

WHAT'S ON?



Clay: Collected Ceramics: Now until 22 October 2023, Museum of Brisbane, Brisbane City Hall, 64 Adelaide Street, Brisbane City

This new exhibit at the Museum of Brisbane is a celebration of contemporary ceramics and their imaginative makers. From ancient vessels to figurines revealing the daily lives of people from antiquity, ceramics have been integral to cultures worldwide for millennia.



Kids Collective Victoria Park: 26 - 28 June and 2- 5 July, 9:00am - 1:00pm, Victoria Park/Barrambin, Park entry off Gilcrest Avenue

Get your kids moving and having fun these winter school holidays with health and recreation activities at Kids Collective Victoria Park! These activities will provide kids with fun and active experiences that will keep them engaged and energized. Bookings are not required – simply show up on the day and join the fun.



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



Musgrave Park Family Fun Day: Friday 7 July, Musgrave Park, South Brisbane

Celebrate NAIDOC Week at the Musgrave Park Family Fun Day; a festival of live entertainment and activities that showcase aspects of First Nations People, culture and heritage. Enjoy performing arts, education, traditional foods, arts and crafts and much more at this annual event. BHC will have a stall on the day, come along and say hi!



Brisbane Open House: Saturday 15 July - Sunday 16 July, various locations around Brisbane

Brisbane Open House is a FREE annual event that provides Brisbane residents with the rare opportunity to discover a wealth of architecture, engineering and history in the buildings and places around the city.

Learn more: brisbaneopenhouse.com.au



Podcasting for families: Tuesday 4 July and **Introduction to Podcasting:** Saturday 15 July, Brisbane Square Library, 266 George Street, Brisbane City

Do you have an interest you want to share with the world? Join this FREE interactive workshop to learn about podcasting with the library's RODECaster Pro equipment. Bookings required - call Brisbane Square Library on 3403 4166 to reserve your place.

NOTICEBOARD

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 aged 6 months to 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.

HEALING FROM LOSS

Through supporting and advocating for health and wellbeing of vulnerable people StandBy hopes to provide safe and inclusive practice for all communities who have been bereaved or impacted by suicide.

StandBy is a Support After Suicide service that has been established since 2002 as a response to a demonstrated growing need for community response to suicide.

Evidence shows that when there is a death by suicide, the volume of people affected are significant and the people who experience incredibly high impacts from bereavement can have positive experience by connecting with a counselling service such as StandBy. This service helps to lower the risk of suicidality, mental health concerns and social isolation following the loss of a loved one.

StandBy Support After Suicide can be reached by calling 1300 727 247, 6:00am to 10:00pm, 7 days a week.

COVID BOOSTER DOSES

All adults can get a booster if it's been 6 months or longer since your last COVID-19 booster or confirmed infection (whichever is most recent). This can provide additional protection against severe illness from COVID.

This is particularly recommended for people at higher risk of severe illness, including:

- everyone 65 years and over
- everyone 18 years and over with medical comorbidities, disability or complex health needs.

How to book booster doses

To book a booster dose, use the health Service Finder or use 'Hey Eva' – Easy Vaccine Access.

EVA, is a simple callback service to help people book a COVID-19 vaccine.

If you need help making a COVID-19 vaccine booking, SMS 'Hey EVA' to 0481 611 382. A trained call agent from the National Coronavirus Helpline will call you to help book your COVID-19 vaccination.

Pop Up Vaccination Clinics at BHC Buildings

BHC is working in partnership with Vacseen to provide pop up vaccination clinics at some of our properties.

To find out if there is a vaccination clinic planned for your building, contact BHC's Community Development Team on 3307 3000.

RESIDENT

BOOK REVIEW



Not Now, Not Ever

Edited by Julia Gillard

(Vintage Books) 2022; 215 pages

On 9 October 2012, in the Federal House of Representatives, Australian Prime Minister Julia Gillard delivered what has been called her 'misogyny speech'. Ten years later, a book edited by her has been published. A proportion of the publisher's earnings and authors' royalties will go to the Global Institute for Women's Leadership at King's College, London, and its sister institute at the Australian National University in Canberra.

The misogyny speech is reprinted in full with articles by Julia Gillard, Kathy Lette, Mary Beard and others. In addition, there are comments by Quentin Bryce, Wayne Swan, Anne Summers, Cate Blanchett and many more. Kathy Lette's piece is hilarious.

Julia Gillard's contribution includes this notable observation that stayed with me for days after I'd finished reading the book: we cannot change the past ... but the past can inspire us to campaign and change the future.

Not Now, Not Ever is divided into three sections: personal reflections on the speech; misogyny past and present; and the future. For me, the most interesting part of the book is the reflections by those who were in tears when they heard the speech or when their attention was drawn to it and read it.

Misogyny – the ingrained prejudice against women – will be with us in Australia for many more years. As more women reach leadership positions and dyed-in-the-wool curmudgeons die off, I believe change will happen. Realistically, however, progress will be distressingly slow.



Reviewed by: *Clive H, Resident at Arbor Sherwood*

CONTACT US

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 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