

SPRING EDITION
SEPTEMBER 2023



Health and Well-being

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Dear Readers of the Bugle,

Welcome to our Spring Edition of the Bugle! It brings me great joy to connect with you, our BHC residents- the integral part of our vibrant and diverse community.

I am particularly delighted to welcome residents to our newest property located at Wardle Street, Mount Gravatt. For more information on this please refer to our update below. We hope all the new residents are settling in well to the new building, the wider community and fostering neighbourly connections. I am also delighted to inform you that two of our newest buildings at Ethel Street, Chermside and Sutton Street, Redcliffe are under construction.

We take the opportunity to acknowledge Queensland Mental Health Week in this Bugle spring edition. To support this critical week, we have a one page offering of practical support, tips and ideas for enhancing and maintaining positive well-being [p.9]. It is my sincere hope that these resources will be of benefit to each of you as we journey together towards positive mental health and well-being.

BHC is also committed to practically supporting the well-being of our residents. In this edition, we proudly highlight the remarkable collaboration between Elevate Residential and BHC showcasing the BHC Impact Fund on page 3. This fund represents BHC's dedication to supporting residents to thrive. This fund remains committed

to providing assistance in areas such as employment, participation, tenancy sustainment and overall well-being. To explore how this fund can benefit you or your community, visit our website, reach out to your Housing Manager or a member of the BHC Community Development team for more information.

We are thrilled to feature a two-page spread [pp. 6-7] highlighting a Nutrition Workshop conducted by EATernally Healthy Life at our Nundah property and supported by the BHC Impact Fund. We hope you find the nutrition tips helpful and enjoy trying out the yummy recipe.

Additionally, your opinions matter greatly to us and we are pleased to share a snapshot of our most recent tenant survey results on page 4. Your feedback has been invaluable in helping us identify areas of improvement and areas where we do well as a community housing provider.

I want to thank you all for being part of our wonderful BHC community. Let's continue to care for ourselves and one another, creating a positive environment where we all thrive.

With warmest regards

Rebecca Oelkers,
CEO



BHC UPDATE



Introducing - Wardle Street, Mt Gravatt East

We are excited to share that our new building in Mt Gravatt East is now completed and fully tenanted.

This development makes an important contribution to increasing the supply of affordable housing in Brisbane's south, providing 32 one-bedroom social and affordable units for Queenslanders in housing need. Delivered under the Queensland Housing Strategy 2017-2027.

BHC IMPACT FUND | REVIEW OF 2022/23

Making a Positive Impact in the Community

The **2022/23 BHC Impact Fund**, supported by Elevate Residential, had a substantial positive effect on numerous BHC residents. With a total of \$150,000 and a \$10,000 donation from the Presentation Sisters, the fund focused on key areas: maintaining tenancy, improving job skills, enhancing resident well-being, and building stronger communities. In total, 513+ residents benefited from the Impact Fund's initiatives this past year.

A standout was Anthony, the BHC Resident Participation and Employment Coordinator (RPEC). Under his guidance, there were 15 job placements and 9 volunteer opportunities in 18 months. Moreover, 18 individuals pursued education, and 78 residents received participation support. Anthony's RPEC role garnered praise, with 86% feeling better prepared for opportunities after seeking Anthony's support. He also won the Inspiring Team Member award at the Australian Housing Institute Awards, Qld Branch.

The 'Coffee Connections' social inclusion project with Substation 33, 'Body and Mind' with Yoga Partnership, 'Healthy Eating' with EATernally and 'Financial Empowerment Project' with UnitingCare were other remarkable highlights this past year.



The Individual Grants program assisted 115 BHC residents with various needs like education, training, practical grants, digital access, and child/youth support. These grants fostered community ties, improved skills and boosted confidence for most recipients, leading to better well-being outcomes.

What's Next - LEAP Grants

BHC's Learning, Employment and Participation (LEAP) Grants provide funds to address financial barriers to education, employment and social participation opportunities, including digital connections. LEAP Grants provide for up to \$800 to support costs associated with a resident's education, employment and participation goals and are open to all BHC residents in our social and affordable housing portfolios and their household members.

Round 1: Monday 18 Sept - Monday 16 Oct 2023

Learn more: bhcl.com.au/impact/grants-program



RESIDENT VOICE

HOW TO GET INVOLVED?



If you would like to opt into online feedback opportunities or in-person focus groups you can:

- Register your interest online, scan or visit: www.surveymonkey.com/r/QKNRWSR
- Contact BHC's Community Development Team directly on 3307 3000



We are excited for more BHC residents to get involved and share their voices!

BHC values resident input. After 5 years with the Resident Community Development team, and as we grow, we are now seeking new and fresh ways to involve residents. This month, we are launching 3 ways to connect.

1. ONLINE FEEDBACK

Residents can join online feedback and surveys. For instance, they can give input on process changes, help design posters and share thoughts on events like the end of year celebration.

2. FOCUS GROUPS

Residents can choose to participate in in-person focus groups. BHC will organise these groups to discuss specific topics like new building designs, current processes, community themes and resident-suggested ideas.

3. PLACE-BASED CONSULTATIONS

BHC will continue to hold place-based consultations. These talks will aim at updating residents about their building and general tenancy to get their valued feedback, perspectives and insight (for example, informing building residents of upcoming works). This function is place-based, while broader topics are engaged by focus groups and online feedback.

WATCH THIS SPACE! COMMUNITY COLLABORATIONS

We're looking at ways to collaborate as a community about our goals and challenges, working together to discuss collective locally-based topics and work together on community led initiatives. Stay tuned for more info soon!

In addition to the above, BHC will also continue to use our regular methods of engagement with residents, including the bi-annual Tenant Satisfaction Survey.

2022/2023

Tenant Satisfaction Survey Results

In October each year BHC sends out the Tenant Satisfaction Survey to half of the portfolio. This means each resident has the opportunity to complete the survey every two years. Completing the survey provides BHC with valuable feedback and insight into the services we provide, who residents are, and how the BHC community is going. We appreciate residents taking the time to share their feedback with us, it helps BHC to not only improve what we do, but also see areas where residents may benefit from extra support or information.

Check out some of the results from the most recent survey and see what residents told us!

“Moved here Feb 2022 I feel a sense of security. I am feeling happy and most of all my mental and physical illness has improved greatly with better control of them.”

- BHC resident

How Did We Do?

Residents told us how satisfied they were with the services provided by BHC.

89% 

Satisfied with overall quality of their home.

87% 

Satisfied with service provided by Housing Manager.

85% 

Said they were well informed by BHC about things that might affect them as a resident.

83% 

Satisfied with repairs and maintenance for their unit.

88% 

Overall satisfaction with service provided by BHC.

Click & Complete!

Did you know that you can do your Tenant Satisfaction Survey online? You can use the link or QR code on the printed forms you receive to fill it out on your computer, tablet, or smartphone.

13% 

of residents who completed the last survey did this online!

Cost of Living

92% 

Residents have money left for essentials after paying rent and 82% of residents feel that their rent is value for money.

If you are struggling with an unexpected expense, or would like to access education, training or participation opportunities, check out the page 3 article on BHC's Impact Fund Grants.

Connecting with Support

62%



of residents accessed Community Support in the last 12 months.

This has gone up 20% from previous years! Most residents accessed support around: **Health or Disability Services, Cleaning/In Home Care, Mental Health**. BHC's Community Development Team connected with 50 residents who asked for additional assistance accessing community support.

For more information on mental health supports you can check out pages 8-9, or head over to page 8 for information on disability support through the NDIS.

Positive Changes

Since moving into their BHC home, residents told us the most significant **positive changes** they experienced were around **Standard of Living and Sense of Safety**. BHC is committed to providing more safe, affordable, and high-quality homes for residents, giving more people the opportunity to thrive.

Read more about our latest development in Mt Gravatt East, on page 2. We look forward to delivering more homes for Queenslanders in need.

Participation & Employment

29%



of residents were looking for, or interested in, employment, education/further learning, training/upskilling, volunteering or other participation opportunities.

BHC's Resident Participation & Employment Coordinator (RPEC), Anthony, connected with nearly 60 BHC residents who wanted to find out about how the RPEC could assist them with their goals. If you are looking to get into new opportunities, whether it's work, community participation, learning or training, chat to RPEC Anthony to see how he may be able to assist you.

P: 0417 361 506 | E: anthony.campbell@bhcl.com.au



Connecting Online

82%



of residents access the internet, but most residents only access the BHC website or social media (e.g. Facebook) 'If Needed'.

Did you know that BHC regularly shares community events, info and updates online? We also run free competitions and giveaways for residents, offer information about BHC events and services, as well as share stories from the BHC community.

Check out BHC's social media to stay connected and supported!



Scan to visit
BHC's Facebook
page



Scan to visit
BHC's website

Living With a Disability

Approx. 50% of BHC residents receive a **Disability Support Pension (DSP)** as their main source of income and around 70% of residents live with one or more **disability or mental health barrier**.

We have included some helpful info about getting connected to NDIS (National Disability Insurance Scheme) on page 7. If you live with a disability, either physical, intellectual or a significant mental health condition, you could be eligible to receive support through the NDIS.

Healthy Body! Healthy Mind! Healthy Budget!

With the rising cost-of-living it's getting increasingly difficult to eat healthy on a budget.

BHC recently facilitated four nutrition workshops at one of our northside properties where we welcomed Chef Aaron who gave some great tips to residents.

Here are top tips from Chef Aaron on how to keep your budget and your body happy.



Tip 1 **Eat Rainbow**

This may seem like a funny thing to say but what the experts mean is we should eat an array of colourful fruits and vegetables. Not all fruit and vegetables are created equal. By eating from the rainbow of colours, you are getting a variety of vitamins and minerals that are essential for your overall health.

For example:

Red fruits & vegetables – are great for heart health and are full of antioxidants. E.g. apples, watermelon, strawberries, rhubarb, beetroot, capsicum, tomato, chilli, red cabbage.

Green vegetables – these help with cholesterol and bone health. E.g. beans, peas, cucumber, broccoli, kale, spinach.

Orange/yellow fruits & vegetables – these are great for eye health, help boost the immune system and health of our skin. E.g. oranges, apricots, pineapple, peaches, carrots, corn, sweet potatoes, capsicum.



Tip 2 **Plan ahead before you do the shopping**

There are a few simple things you can do on your next visit to the supermarket.

- Planning what you are going to buy before getting to the shops can help reduce those impulse buys, which tend to be less nutritious foods.
- **Never** shop for groceries while hungry. Having a quick snack before you hit the shops will also help reduce those unnecessary purchases.
- Finally, try to look for those healthy, nutritious specials in the fruit and vegetables, meat, and dairy aisles.

Remember that small changes to your lifestyle are easier to sustain than drastic changes. Try not to make too many changes all at once, this way the changes you are trying to make are likely to be achieved.

Curried Sausage Casserole

Serves 10

10 beef sausages
2 onions
1 carrot
2 celery sticks
1 tbsp crushed garlic
1 tbsp crushed ginger
2 tbsp tomato paste
2 tins crushed tomato
2 tbsp smoked paprika
1 tsp turmeric
2 tbsp ground cumin
2 tbsp ground coriander
1 chicken stock cube
1 tin coconut cream
¼ bunch fresh coriander (optional)

Peel and slice the onion.

Peel the carrot and dice into cubes.

Wash and cut the celery into similar size to the carrot cubes.

In a thick-bottomed pot/pan add 2 tbsp of oil and seal the sausages.

Remove the sausages, add a little more oil and add the vegetables.

Sweat the vegetables for around 3-4 minutes without browning.

Add the spices and continue to cook on a low heat and stir for 1-2 mins until aromatic, being careful not to burn.

Add tomato paste and cook for another minute.

Add crushed tomatoes and chicken stock cube.

Add the sausage back to the pot and simmer on a slow heat for around 15 mins.

Check the seasoning and adjust to your taste.

Serve with mashed potatoes or rice



Chef Aaron's Tip
For affordability, the recipe quantities can be halved and/or recipe can be frozen in portions, once cooked.

Advocacy and Support when Accessing NDIS

Working through the NDIS system can be frustrating and confusing, especially while trying to work through the complex needs associated with having disabilities. This is where an advocacy service can support you with advice and guidance that will empower you to thrive.

Below is a list of various advocacy services that can support people with disabilities to access and navigate the NDIS system.

Speaking Up For You (SUFY)

SUFY is the disability advocacy organisation. Online enquiries: sufy.org.au/contact. You can also call them on 07 3255 1244.

People with Disability Australia (PWDA)

PWDA is a disability advocacy organisation that can help people with NDIS matters, nationally. You can find out more about PWDA pwd.org.au/get-help/individual-advocacy or by calling 1800 422 015.

Disability Advocacy Support Hotline (DASH)

DASH is a phone line that provides short term, issue-based advocacy. To connect with a DASH advocate, you need to call Disability Gateway and request advocacy. Disability Gateway can be contacted on 1800 643 787. It is recommended that you let them know what you are seeking advocacy for, i.e. navigating the NDIS.

ATSIDNQ

ATSIDNQ supports First Nations Peoples with disability through a disability support network and advocacy service across Queensland. If you identify as Aboriginal and/or Torres Strait Islander, can find out more by visiting atsidnq.com.au or by calling 1800 718 969.

AMPARO Advocacy Inc

AMPARO offers disability advocacy services to people from culturally and linguistically diverse backgrounds. If you have a CALD background, you can contact AMPARO www.amparo.org.au/contact or by calling 07 3354 4900.

Legal Aid Queensland (LAQ)

LAQ have a free NDIS adviceline. Though they won't be able to provide ongoing support, they can provide advice and information on the various NDIS issues. They can be contacted on 1300 65 11 88.

Aboriginal and Torres Strait Islander Voice to Parliament Referendum

Voting Day: 14 October 2023

Voting in the referendum

Everyone on the Australian electoral roll must vote in the referendum. Voting is compulsory, just like elections.

Australian citizens aged 18 and older must enrol to vote. If you're on the electoral roll, you don't need to enrol for the referendum.

You can enrol to vote or update your electoral details on the AEC website www.aec.gov.au/enrol

What is a referendum?

A referendum is a nationwide vote to change the Australian Constitution. For a referendum to pass, a national majority of voters, as well as a majority of voters in a majority of the states (at least four states) must vote 'yes' to the change.

The last time a referendum was held in Australia was back in 1999.

Voting in elections and referendums impacts the lives of everyone in Australia.

The Indigenous Voice to Parliament Referendum is a vote on whether we want an alteration to the Constitution that establishes an Aboriginal and Torres Strait Islander Voice.

What is this referendum about?

This referendum requires voters to choose either 'yes' or 'no' on the following statement.

'A Proposed Law: to alter the Constitution to recognise the First Peoples of Australia by establishing an Aboriginal and Torres Strait Islander Voice. Do you approve this proposed alteration?'

This wording has been arrived at through a process of consultation with First Nations and legal experts through the Referendum Working Group and includes advice from the Solicitor General.

Pamphlets presenting cases for voting 'yes' and for voting 'no' have been published by the Australian Electoral Commission. These cases have been developed by parliamentarians.

These pamphlets will also be posted to each Australian household ahead of the Referendum. The pamphlets can be found at www.aec.gov.au/referendums/pamphlet.htm

Source: Deakin University

Queensland Mental Health Week

October 7-15 is Queensland Mental Health week which is all about promoting our good mental health and well-being.

We all experience mental health ups and downs during our life, just as we do with our physical health, so it is important to care for both. There are lots of things we can do to support a good state of well-being and help us cope with the stresses of life.

It can be helpful to check in and focus on our own mental health and well-being on a daily basis. Doing this helps us care for ourselves and the people around us who may be feeling the same way. It can help us make connections and create healthy social networks, so we don't feel alone.

Learn more about QMHW including events happening in your area here:
www.qldmentalhealthweek.org.au



Looking After Your Mental Health

Let yourself be inspired, there are lots of little things you can do to look after your mental health and the mental health of others around you. Try one of the following suggestions today.



Think before you speak. Pause. Be your best person and speak with kindness. Consider the impact of your words. We don't always know what others are going through, so your kind words may be the thing that helps someone who is struggling.

Make someone feel special. Show someone you know or someone you don't, a kindness and do something unexpected and kind for them. Not only can it make someone else feel good, but it can really boost your own mood and mental health too!

Get into some free exercise classes

or use one of the free outdoor gyms available in local parks. There are many mental health benefits to being physically active and connecting with new friends. Search the Brisbane City Council website for locations.



Volunteer with an organisation in an area of interest to you to help someone else or to learn a new skill. Have a look through the Volunteering QLD website or get in touch with BHC's Resident Participation and Employment Coordinator, Anthony, for assistance to find the right opportunity.

Make new connections. Introduce yourself to someone new where you live. Invite someone to share a cuppa, play a board game or game of cards.



Did you know that eating healthy can improve our physical AND mental health?

Try a new or different meal and make it a healthy option. Invent your own recipe or try the healthy, affordable recipe on page 7.

Go outside to enjoy your meal. Have a picnic. Enjoy eating in the fresh air. You could even invite someone to join you, head to a local park or green space and make a day of it!

Join a community garden and watch your mental health bloom!

There are more than 40 established community gardens and city farms across Brisbane. You may benefit from meeting new people, getting active and learn to grow a variety of herbs and veggies. Scan the QR code to search for a community garden near you at the Brisbane City Council website.



Take time to disconnect from the digital world.

Appreciating the beauty of nature can have a huge impact on your mental health. Try switching off from social media to take a walk in a park with your shoes off and feel the grass under your feet. Look around and appreciate the natural beauty around you or connect with real people in person.

Try meditation or relaxation exercises.

These practices can help calm and relax your mind and your body. Check out some exercises on the Beyond Blue website. You can try out a whole range of free techniques in your home or go to the park and try them.



For further inspiration, suggestions for other activities, links to support services, other resources and to hear personal experiences from other people, go to the Qld Government's dedicated website at: www.mentalwellbeing.initiatives.qld.gov.au

WHAT'S ON?



BHC's Body and Mind Program: Now until end of October

BHC residents are invited to term 2 of the 'Body and Mind Program' run by The Yoga Partnership. This program will offer mindfulness, gentle body movement and practical tools to suit all bodies and abilities. This is a FREE program and all BHC residents are welcome (2 locations available, close to public transport).

Scan QR code
for dates and
locations



BHC presents Financial Wellbeing Workshop by UnitingCare: Various dates in September and November

We are excited to bring this 4-week Financial Wellbeing Workshop to our residents. The workshops will be delivered in-person by a qualified financial counsellor from the UnitingCare Financial Resilience and Wellbeing team. For more info, contact BHC's RPEC, Anthony on 0417 361 506.



The Butterfly Man of Kuranda - The Dodd Collection: now until 14 April 2024, Queensland Museum, Level 2 Theatre

Prepare to be captivated as The Butterfly Man of Kuranda: The Dodd Collection spreads its wings at Queensland Museum South Bank. This is a rare opportunity to witness an extraordinarily biodiverse display of insects.

FREE Entry | Learn more: www.museum.qld.gov.au



SAVE THE DATE! BHC's Annual End of Year Resident Celebration: Friday 10 November

The BHC team is busy planning this year's End of Year Resident Celebration. So, keep an eye out in your mailboxes in the upcoming months for your invitation.

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



Medibank Feel Good Program: Now until 30 November, Flowstate, South Bank Parklands

FREE fitness and wellness classes return to South Bank for the Medibank Feel Good Program. The program's mission is to make wellness accessible for all.

Check out the full program: feelgoodprogram.com.au/program



Queensland Seniors Month: October 2023

There is no denying the importance of feeling socially connected and to do this we need caring supportive communities that foster and support social connections through spaces, places, and activities. This Queensland Seniors Month, continue to make Social Connections and find an event happening near you. Visit: qldseniorsmonth.org.au/events

NOTICEBOARD

RENTAL REFORM UPDATE

You may have heard of some recent changes and rental reforms impacting Queensland rental legislation. BHC continues to meet all current rental legislation and will ensure that we do so in line with any future legislation changes.

If you have any concerns you can speak to your Housing Manager or put a request for information to us in writing either via email to feedback@bhcl.com.au or via post addressed to BHC GPO Box 544, Brisbane QLD 4000. Alternatively, you can seek advice from Tenants QLD or the Residential Tenancies Authority (RTA).

TENANT HANDBOOK

BHC has recently updated and refreshed our Tenant Handbook! This handbook is provided to new residents when they begin their tenancy and is also available via request or on our website for existing residents.

If you would like to check out the refreshed Tenant Handbook, you can visit the BHC website using the QR code, or request a hard copy from your Housing Manager or BHC's reception.



Scan QR code to view BHC Tenant handbook

MY HEALTH FOR LIFE

A free state-funded, six-month program with a health coach guiding you towards wellness goals aids Queenslanders in preventing type 2 diabetes, heart issues, stroke and more. Engage in small groups or one-on-one coaching to explore nutrition, fitness, and healthy habits. Contact at 13 74 75 or visit www.myhealthforlife.com.au for further information.

BHC'S COMMUNITY LIAISON COORDINATOR



Meet Toni – BHC's Community Liaison. Toni is skilled at supporting BHC residents to navigate complex support systems and guiding you to the appropriate service that can fulfill your needs.

If you require Toni's assistance, reach out to your Housing Manager, or contact BHC directly on 3307 3000 or email connect@bhcl.com.au to speak with Toni.

CONTENTS INSURANCE

Did you know that contents insurance is not only for homeowners, but also for renters? Contents insurance can help replace your personal belongings if they're damaged, lost or stolen. This can include your furniture, clothes, computer, fridge, television, etc.

For more information about contents insurance, visit the moneysmart.gov.au website: moneysmart.gov.au/home-insurance/contents-insurance

Always read the terms and conditions and make sure the insurance is right for you before purchasing. It's worth shopping around to find the best deal and insurance that suits your needs.

YOUR FEEDBACK IS IMPORTANT TO US!

The 2023 Tenant Satisfaction Survey will be sent to residents late October / early November. If you did not receive a survey last year, this year it will be your turn. Complete your survey ASAP to win one of 12 prizes! Check the dates on the survey to go in the draw. With over \$500 in gift cards to be won, don't miss your chance to share your feedback!

UPDATE ON INCOME REVIEWS

This year Income Reviews will be sent out separately to the Tenant Satisfaction Survey. Keep an eye out early 2024 for your compulsory income review. Please remember that all residents must complete the income review each year. If you have any questions, please speak to your Housing Manager.

ASSETS CORNER

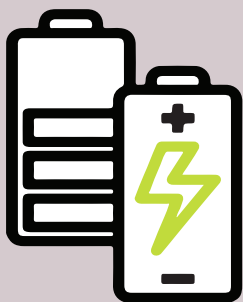
Do's and Don'ts of rubbish disposal

When disposing of rubbish down chutes, do not dispose of large items, including large boxes and pizza boxes. They should never be disposed of in the trash chute as they can get stuck and clog the chute. Other fairly large items, flammable items (such as cigarettes), protruding objects (such as hangers), and live plants, should also be avoided.



Items that can be disposed of in your general waste bin:

- ✓ General household waste - waste that can be 'bagged' but no large items like furniture
- ✓ Plastic bags
- ✓ Plastic wrap
- ✓ Nappies - disposable and cloth
- ✓ Styrofoam, polystyrene (make sure foam boxes are broken into smaller pieces otherwise they will form a suction between the bin wall and the box restricting complete emptying of your bin)
- ✓ Pyrex and oven-proof glass
- ✓ Drinking glasses
- ✓ Light bulbs, fluorescent lamps
- ✓ Mirrors, window and automotive glass and safety glass
- ✓ Garden waste (green waste)
- ✓ Food scraps



Never place batteries or electronic products in any of your bins!

All battery types and electronic products can cause fires in collection trucks, at Council's resource recovery centres and at recycling facilities. They are an environmental and health hazard, and can cause costly damages to waste infrastructure. To recycle:

B-cycle drop-off points - batteries

Officeworks – batteries and e-waste

ALDI – batteries

Woolworths – batteries and mobile phones

Council's resource recovery centres – batteries and e-waste.



Scan to find
drop off
locations

CONTACT US

Level 17, 333 Ann Street, Brisbane City
Monday - Friday - 8:30am - 4:30pm
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