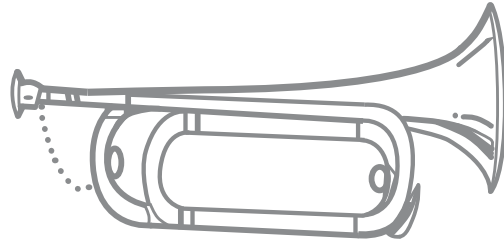


bugle



SUMMER EDITION
DECEMBER 2023



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Dear readers of the Bugle,

I hope this letter finds you in good spirits. As we approach the end of another remarkable year, I wanted to take a moment to reflect on the year that has passed and share some news about the BHC community.

Firstly, I would like to acknowledge the turmoil that has gripped the international community over the past few months. The conflict in Gaza has been a source of immense sorrow and concern for many. Our hearts go out to the innocent lives affected. BHC strongly believes in a world where every individual can live in peace and security in their home. This is our mission. As a global community, we continue to advocate for positive dialogue and diplomatic solutions to ensure that impacted innocent individuals and families are protected in this right to live in safety.

I am also acutely aware of the distress in our nation linked to the recent Australian Indigenous Voice Referendum. My thoughts are with all Aboriginal and Torres Strait Islander communities and individuals feeling the impact of the referendum and I stand alongside you, hopeful for Australia's future. The resilience of our First Nations communities, amidst intense public discourse is truly, awe-inspiring. Amid these challenges though, it is always a joy to hear your stories. This year, I've observed your dedication to creating vibrant communities through reading your stories in the Bugle, in our annual Impact Report and in person. Many of you display incredible strength, courage and kindness, despite often challenging circumstances - and this is genuinely inspiring.

This inspiration is the driving force behind one collaborative BHC initiative that I am most proud - working in partnership with QIC and with funding support from the Queensland Government to deliver a pipeline of up to 1,200 additional social and affordable homes. This is a groundbreaking initiative and represents a remarkable and inventive approach to responding to the housing crisis. Innovative ideas, such as this, bring about meaningful and far-reaching impacts on the lives of all Queenslanders in housing need. BHC is excited to share a more detailed overview of this initiative in the BHC Update below.

Finally, as this remarkable year comes to a close and in the spirit of celebration, BHC hosted an end-of-year event. I was so excited for this day, and it was an honour celebrating with all those who could attend. It was heartwarming to hear the multitude of stories and how settled and happy people are in their homes and communities, and the pride they feel for BHC. It was great to see residents who make the celebration every year sitting together with the new faces of people who were attending for the very first time as well. Literally everyone there was chatting and enjoying the live music.

Wishing you a joyful and peaceful holiday season and thank you for being part of this wonderful BHC community.

With kind regards,

Rebecca Oelkers, CEO



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BHC UPDATE

We are seeing each day the increasing demand for social and affordable housing. To help contribute to the solution and increase housing supply, BHC is demonstrating that vital institutional investment into social and affordable housing is not only possible but makes good economic sense. We are proud to highlight that the BHC-QIC Consortium, with funding support from the Queensland Government are supporting a pipeline of up to 1,200 additional social and affordable homes across south-east Queensland. To deliver this new supply, BHC has already identified a number of key parcels of land and has started the development process on these new homes. You can find out more about the developments and their locations on our website - bhcl.com.au/developments/new-developments. We are keen to share knowledge and insights from these partnerships to help the community housing sector, government, and investors grow together to deliver more social and affordable housing for those in housing need.

BHC office closure over the Christmas and New Year period

The BHC office will be closed from **12:00pm Friday 22nd December 2023** and will reopen at **8:30am on Tuesday 2nd January 2024**. We wish all residents a safe and happy holiday period.

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

Examples of Emergency Maintenance

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

If you need to contact BHC about something which is not an emergency, please contact us when the office reopens on Tuesday 2nd January 2024.

Your rent

Even though the BHC office will be closed from midday 22nd December 2023 until 2nd January 2024, rent payments will still be processed as normal. Not paying your rent during this period could put your tenancy at risk. If you have a concern about your rent, please speak with your Housing Manager ASAP.

Policelink

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



Tenant Satisfaction Survey

The 2023 Tenant Satisfaction Survey has been delivered and residents who have received the survey are reminded to return this to BHC as soon as possible. This survey assists BHC in gaining insights into the resident experience, enabling us to develop buildings that are responsive to the resident experience. This year you can complete your survey by hand using the survey posted to you, online (follow the link on the survey) or over the phone with help from BHC staff.

If you have any questions regarding your Tenant Satisfaction Survey, please contact our Community Development Team or your Housing Manager on 3307 3000.

Visitors this festive season

For many the festive season can mean visitors. Whether it's friends, family, colleagues or supports, please remember that you are responsible for your guests when they are visiting your home. We hope you enjoy the festive season!

Staying cool over summer

Beat the heat this summer in Brisbane with these easy tips!

1. Make a plan to stay cool – visit your local air-conditioned library or find a council pool with discounted rates on hot days
2. Drink lots of water and try eat healthy to stay hydrated.
3. Avoid the direct sun between 10 am and 3 pm, and if you have to be out, wear light-coloured clothes to reduce the heat of the sun.
4. Check on your neighbours, maybe even team up with a neighbour-buddy on those hot days.
5. Grab a fan, and if you need help getting a quality cooling device, chat with your local community supports including support workers or neighbourhood centres or check-in with the BHC community development team on 07 3307 3000.

BHC wishes you a summer filled with joy!

Stress-proof your festive season

WITH THESE 8 HELPFUL TIPS

Festive holidays aren't happy or healthy for everyone. For some people, they mean long to-do lists, family tension or financial stress. Others don't have anything to do — and no one to celebrate with.

Here are 8 tips for anyone who finds the festive season a little challenging.

01

Reduce financial stress

It's OK to be a scrooge when it comes to presents. Instead of blowing your household budget to fill Christmas stockings, talk to your family about buying only children presents, agreeing on a gift budget or doing 'secret Santa'.

02

Connect with community

Half of all Australians feel lonely on at least one day of every week, according to research by Swinburne University. The festive season can be an especially lonely time for many people. If you're feeling isolated — or want to ease the loneliness of others — you might find a Christmas event near you.

03

Stay off social media

If the festive season's stressing you out or you are alone, looking at others' curated happy snaps on social media can make you feel worse.

04

Cope with family conflict

For some families, Christmas can be more tense than a sitting day in Parliament. But there are things you can do to side-step arguments:

- Avoid topics that family members usually argue about.
- Be civil for the kids — try to put aside adult conflicts and focus on the children's enjoyment of festive holidays.
- Break up celebrations — for example, catch up with one group of relatives on Christmas Eve and another on Christmas Day.
- Plan activities, such as backyard cricket, as a distraction (unless your family argue about cricket).

05

Don't drink too much

Quelling your stress with alcoholic beverages can make you feel worse and it's certainly not good for your health.

06

Talk it out

If there's someone in your family or circle of friends who causes you stress, try to work it out together. Here are some tips:

- Let the person know they upset you in a non-confrontational way, since they might not be aware they're doing it.
- Choose a time when you both feel calm.

07

Pack your medications

Travelling for the festive season? Don't forget your meds and repeat prescriptions. According to Healthdirect Australia, more than 1 in 5 Australians have forgotten to pack their medication when going on holiday.

08

Find a health service quickly

If you do need a pharmacist, doctor, hospital or any other health service — use the healthdirect Service Finder to locate one near you, from anywhere in Australia. There are more than 5,000 pharmacies and 8,000 GP practices listed, for example, as well as a range of services from dietitians to domestic violence support, and physio to food relief. Visit: www.healthdirect.gov.au/australian-health-services

Home Health Project!

Earlier this year BHC submitted an application for a Brisbane City Council grant in collaboration with Bric Housing and One Bridge to bring health services to the community housing sector. We are incredibly thankful to Brisbane City Council for supporting our sector to sustain tenancies across our portfolio by providing equitable access to healthcare.

Residents at a few of our properties have already had the wonderful pleasure of meeting the fantastic nurses that are providing on-site healthcare. The nurses have been able to provide comprehensive support with wound care, referrals to other professionals in the health industry, support conversations and even support with accessing prescriptions.

One of the goals at BHC is to support residents to thrive and we know that there are numerous barriers to accessing healthcare including cost, distance and approachability of doctors. With our connection to One Bridge we are working to remove as many of those barriers as possible, which means bringing FREE health care to properties with incredibly friendly nurses who are non-judgemental and easy to talk to.

If you've had a wonderful experience with our nurses or would like to request a clinic at your property

contact the Community Development team on 07 3307 3000 or email connect@bhcl.com.au

Since the implementation of this program in late September, One Bridge has performed 8 clinics* at Bric properties and 15 clinics at BHC properties, servicing 73 individuals with their health needs.



*as of November 14th, 2023

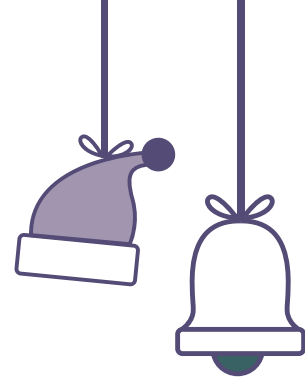
Rent & Recover



BHC has developed a new assistance program to allow residents to be supported to attend rehabilitation clinics. If you are experiencing concerns around Drug and Alcohol usage, there are options available and BHC may be able to support you on your journey to recovery.

For more information about eligibility contact the Community Development team on 3307 3000 or email connect@bhcl.com.au OR ask your Housing Manager to refer you and a Community Development team member will be in touch.

WHAT'S ON THIS Festive Season



Brisbane City Hall Lights : 8 - 24 December - every 15 minutes from 7:30pm to midnight. Brisbane City Hall, Brisbane City

Get ready to be captivated by the magical charm of Christmas at The Lott by Golden Casket City Hall Lights. Be amazed, as Brisbane's iconic City Hall will transform into a lively canvas of stunning visuals and sounds for the whole family to enjoy.

Cost: FREE



Christmas on Queen: 1 - 24 December, from 11am-2:30pm daily, and during late-night shopping from 4:30pm-8pm. Queen Street Mall, Brisbane City

Take a break from shopping and be delighted by live festive entertainment in Queen Street Mall for the whole family to enjoy. Experience Christmas-themed pop-up performances and roaming acts in the mall.

Cost: FREE



Christmas Cinema: 1 - 25 December. Brisbane City (locations below).

Embark on a joyful adventure as you discover the six Christmas-themed tiny doors sprinkled throughout The City! Each handmade door is a merry tribute to the holiday season and promises a delightful, free activity for the entire family to enjoy. Locations include: King George Square, Queen Street Mall, Burnett Lane, Edward Street, Elizabeth Arcade.

Cost: FREE



Santa's Stopover: 16 - 24 December, 5:00 - 6:30pm, Queen Street Mall

Get ready for a heart-warming celebration of the season, right in the heart of The City. The Starz Christmas Spectacular, features sensational local singers and dancers, as they light up your holiday evenings with unforgettable performances every night in Queen Street Mall.

Cost: FREE



COMMUNITY LUNCHES

Community and Suncorp Christmas Day Lunch - Sunday 25 December

This is an inclusive celebration for those who are experiencing homelessness, hardship or would be spending the day alone. Enjoy a 3 course lunch, live entertainment, gift bags and more! *Bookings essential, contact Community on 3510 2700 before 16th December 2022 to secure your spot.

New Farm Neighbourhood Centre Lunch - Tuesday 19 December, 9:00am - 2:00pm. 967 Brunswick Street, New Farm. Crafts and Activities, Christmas Hampers, Lucky Door Prizes and Special Santa appearance. No RSVP necessary.

Salvos Community Christmas Celebration - 10 December, 4:00 - 8:30pm, Corner Roghan Road and Handford Road, Taigum. Rides, face painting, santa photos, and activities.

Follow us on Facebook for additional details on community events available during the festive season.

2023 Resident end of year celebration!

Last month, we held our annual 'Resident End of Year Celebration' at the Moorooka Community Centre. With over 60 residents in attendance at the event. It was fantastic to see residents across the portfolio come together to enjoy live music by Jacob Laube Music, delicious food and coffee, games, lucky door prizes and more.

Thank you to all the residents who attended, we hope you enjoyed the celebration, and we look forward to celebrating with you again next year!

We'd like to thank all our sponsors and vendors who helped make this event extra special. A special **THANK YOU** to the Lord Mayor's Charitable Trust for contributing to the event, and Nando's Moorooka and Brad form Substation33, for providing the lunch and coffee for free! We appreciate your support in making this event memorable.



CONTACT US

Level 17, 333 Ann Street, Brisbane City
Monday - Friday - 8:30am - 5:00pm
Phone: 3307 3000
Email: reception@bhcl.com.au
Website: www.bhcl.com.au
Facebook: BHC Creating Liveable Communities
Instagram: BHC_Communities

HAVE YOU HAD A POSITIVE EXPERIENCE WITH BHC?

Would you like to tell someone? If you would like to leave us some positive feedback, you can write to us at feedback@bhcl.com.au or write us a review on our Google page.

YOUR FEEDBACK

To leave BHC feedback, lodge complaints and suggestions, please email: feedback@bhcl.com.au or write to: BHC Feedback, GPO Box 544, Brisbane Queensland 4001