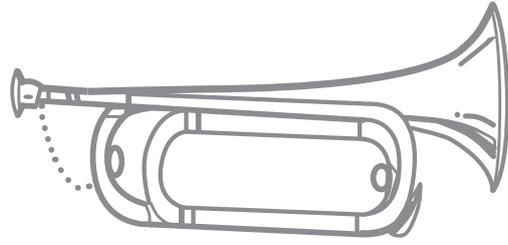


bugle



AUTUMN EDITION
APRIL 2024



Connecting Neighbours, Building Communities

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Dear BHC Community,

Welcome to the first BHC Bugle edition for 2024!

It's fantastic to see your contributions emphasised on page 4 of this Bugle edition, especially regarding the positive connections you've made with your neighbours and within your building. This is particularly meaningful as Neighbour Day and Men's Mental Health Week draw near.

We know stable housing means more than just a roof over your head—it is also about feeling good, supported, and safe. However, I acknowledge the ongoing housing shortage and affordability challenges in our community can lead to feelings of social isolation and loneliness and contribute to poor mental health. As such, I wish to highlight the resources available to you within BHC:

- The Skills 4 Work program (supported by Brisbane City Council and Substation33 Solar-Powered Coffee Cart), launching this April in BHC Brisbane CBD properties, offers valuable opportunities for personal and professional development, focusing on hospitality, customer service and community building. For further details, please see page 3.
- The Home and Health Program, our mobile health service which you may have seen rotating across our properties through our partnership with the Brisbane City Council and One Bridge health nurses (page 11).
- BHC remains dedicated to offering small grants to assist resident's basic needs. These grants can assist with your education and participation requirements (page 3) or provide aid for essential items to maintain a stable tenancy.
- This past year, we have also implemented a Rent and Recover program (page 11) to support residents in maintaining secure and stable housing while addressing barriers related to substance dependency.

- Additionally, our skilled BHC Community Development staff provide support service navigation and can facilitate employment, volunteering and education assistance. The team can also assist in community engagement activities, addressing positive and challenging themes within your building community.

Please reach out to your Housing Manager or the Community Development team if you need any of the assistance mentioned here. Your well-being matters most to us and BHC has designed these resources to help you in your tenancy. In addition, if you have any ideas about gaps or other programs we could consider implementing within our portfolio, please contact the BHC team.

I also am thrilled to share BHC's recent development achievements. Our team has been diligently working on the construction of four new properties in Chermside, Redcliffe and Stones Corner, which will provide a total of **290 new social and affordable homes**. This accomplishment is a testament to BHC and the Queensland Government's dedication to expanding housing opportunities for vulnerable Queenslanders. I am incredibly proud of our pipeline and the hard work of everyone involved. We continue to consider not only how to house more people but how to support those people to thrive in their housing and create sustainable communities where people love to live.

Thank you for being an integral part of BHC.

Sincerely,

Rebecca Oelkers,
CEO



ROUND 1 SUMMARY

Learning, Employment and Participation Grants

Last year, we launched the **Learning, Employment and Participation (LEAP) Grants**. The grant was available to assist BHC residents with education, training, employment, and social participation goals.

During Round 1, we were able to fund over \$6,500 to assist 10 successful applicants with their learning, employment and participation goals. Some of the successful grant applications included:

- Assisting with the purchase of essential work-related equipment, to help a resident maintain their ongoing employment and financial security.
- Purchasing a gym membership to assist a resident's journey to health and wellbeing.
- Providing funding for a resident to improve their child's primary school education through a purchase of a BYO device.

Congratulations to all the successful applicants of Round 1 of the LEAP Grant! For any residents who missed out in this round, watch this space for future Grant Round announcements. If you are BHC resident with a school aged child or dependant, **BHC's Bright Futures Fund** is currently open, visit our website to learn more and apply: bhcl.com.au/impact/grants-program

We would like to take the opportunity to thank all the BHC staff involved in the grants process, and we particularly want to thank our profit-for-purpose real estate agency, Elevate Residential. These grants wouldn't be possible without Elevate Residential's annual contribution of a minimum of \$150,000 to the BHC Impact Fund.

INTRODUCING BHC'S COFFEE CONNECTIONS

Skills 4 Work program

BHC recently received a grant through Brisbane City Council's **'Housing Support Program'** to launch our **'Skills 4 Work'** program based at some of our inner-city properties.

The Skills 4 Work pilot program provides an opportunity for BHC residents to develop important skills in hospitality (barista service) and customer service, while also building their self-esteem and motivation for possible employment or further education.

The Skills 4 Work program will run for half a day each week over 4 weeks rotating across several inner city BHC buildings between April and October. The program will be delivered through our existing partnership with the Substation33 solar powered coffee trailer, and participants will be provided the barista training by Brad, a qualified and experienced Barista.

Residents who participate in the voluntary program over the 4 weeks will develop the skills and techniques required when preparing Cappuccinos, Latte and Flat



Whites. Participants will receive hands on training on how to set up the coffee grinder, texturise the milk and pour coffee shots, along with receiving supporting learning material. At the end of each 4-week period, participants will receive a Certificate of Barista Skills, which can be included in a resume or job application.

If you would like to register your interest in participating in the Skills 4 Work program and live in a BHC property in Fortitude Valley, New Farm, Spring Hill, Bowen Hills or Newstead, please contact Anthony, email anthony.c@bhcl.com.au or SMS 0417 361 506.

Creating Belonging and Sharing Belonging: A Neighbourly Invitation

In a world where connection can sometimes feel hard to find, a BHC community could be right at your doorstep. This **Neighbour Day**, Sunday 31 March, let's embrace the theme of 'Create Belonging, Share Belonging' championed by Relationships Australia, and extend a hand of warmth to those around us.

Simple actions like a friendly chat, a smile, or a wave can turn strangers into friends. Whether you're new to BHC or have been here a while, reaching out to your neighbours helps build a strong community.

Starting a conversation with a neighbour might feel scary, but it's the first step to building positive community. By getting involved in Neighbour Day, we not only feel good ourselves but also help build a sense of belonging every day.

This year, we wanted to hear from you about how you connect with your neighbours in positive ways. Share what has worked for you, ideas you have, and any creative connections you've made.

Below, we're thrilled to showcase the fantastic ideas you've shared with us.

“My building has a Tuesday coffee club in our community room. I love that it's always there if I need to socialise. I'm grateful to my neighbours...” - BHC Resident

“Whenever there is a special occasion lunch or something I generally always ask my neighbours. And I always offer my help if they need me...as I know they are alone... makes me feel good to do that.”

- BHC Resident

“Connect in person.... My building is like a big family, the people are kind caring and encourage the harmony in the community. I'm so grateful.” -

BHC Resident

We also know that many residents have initiated their own building Christmas and Halloween get-togethers and in the heart of many BHC buildings, residents come together to celebrate moments of joy and support one another through tough times. Whether it's welcoming a newcomer or bidding farewell to someone departing or passing away, these shared experiences foster a deep sense of solidarity and connection among the community members.

So let's take inspiration from our current BHC residents and continue to reach out to those around us, and together, continue to build a community of belonging.



Conversation Card

Sometimes it can be challenging to begin a conversation, here are some suggestions to get you started.

1. What is your favourite book or movie and why?
2. If you could instantly become an expert in something, what would it be?
3. What song best describes your life?
4. Who do you admire the most? (living or dead)
5. If you had to choose one food to eat for the rest of your life, what would it be?
6. What is your definition of a happy life?
7. If a movie was being made of your life and you could choose the actor/actress to play you, who would you choose and why?

These are just suggestions, feel free to use one of them to get you started or talk about something else that interests you.

Neighbourhood Centres

Neighbourhood Centres play a vital role in connecting and supporting people experiencing social isolation and loneliness.

Here are a few centres that might be close to your building.

Mt Gravatt Community Centre

1693 Logan Rd, Upper Mount Gravatt
www.mgcci.org.au
Ph: 07 3343 9833

New Farm Neighbourhood Centre

967 Brunswick St, NEW FARM, 4005
www.newfarmneighbourhood.org
Ph: 07 3358 5600

Nundah Neighbourhood Centre

14 Station St, Nundah
northsideconnect.org.au/neighbourhood-centre
Ph: 07 3260 6820

West End Community House

4 Norfolk Rd, South Brisbane
communityplus.org.au/west
Ph: 07 3217 2333

Yeronga Community Centre

26 Devon St, Yeronga
communityplus.org.au/yeronga
Ph: 07 3848 2285



Neighbourly Living

Conflict Resolution Strategies for High Density Living

As Brisbane becomes more populated, developers are prioritising high-density accommodation to support the needs of the nearly 3 million people that reside in Brisbane. BHC is one of the many housing providers that seek to optimise residential occupancy through high-density living. It can be challenging to transition from living in smaller communities to large apartment complexes which can sometimes result in conflict.

Here are some tips on how you can connect with your neighbours to resolve those conflicts so that everyone can live in a home where they can thrive.

Open communication.

If you are concerned about the noise/behaviour of a neighbour's pet, or if a neighbour is having a gathering that may be a bit loud, they may not realise that it is disturbing their neighbours. By approaching your neighbour in a friendly manner, you can have an open discussion about ways to live together harmoniously (and maybe even get an invite to the next gathering).

Take accountability.

When approached by another neighbour it's important to recognise that they are doing it so that they can build a stronger relationship in the community. If a neighbour wants to discuss something, it's simple to be aware of how your actions affect others and be open to change.

Check in, instead of call out.

It may feel gratifying to point out unwanted behaviour when living in close contact with others and publicly challenging someone can feel like the only way to address it. While it doesn't make poor behaviour okay, some people act out due to the increasing need for connection and support. If you check in with your neighbours that you're worried about, you open space for a more harmonious community.

HOW TO

SAFELY USE SCOOTERS AND BATTERY-OPERATED EQUIPMENT

As the cost of living rises and the desire for eco-friendly living increases, the popularity of scooters and battery-operated equipment is also on the rise. With this, it's crucial to ensure their safe and responsible use.

Here are some guidelines to follow to prevent accidents, fires, or environmental harm associated with these devices:

HANDLING BATTERIES

- **Avoid Modifications:** Never try to modify or repair batteries yourself.
- **Compatible Use:** Only use the battery or charger with the equipment it's designed to avoid hazards.

CHARGING SAFETY

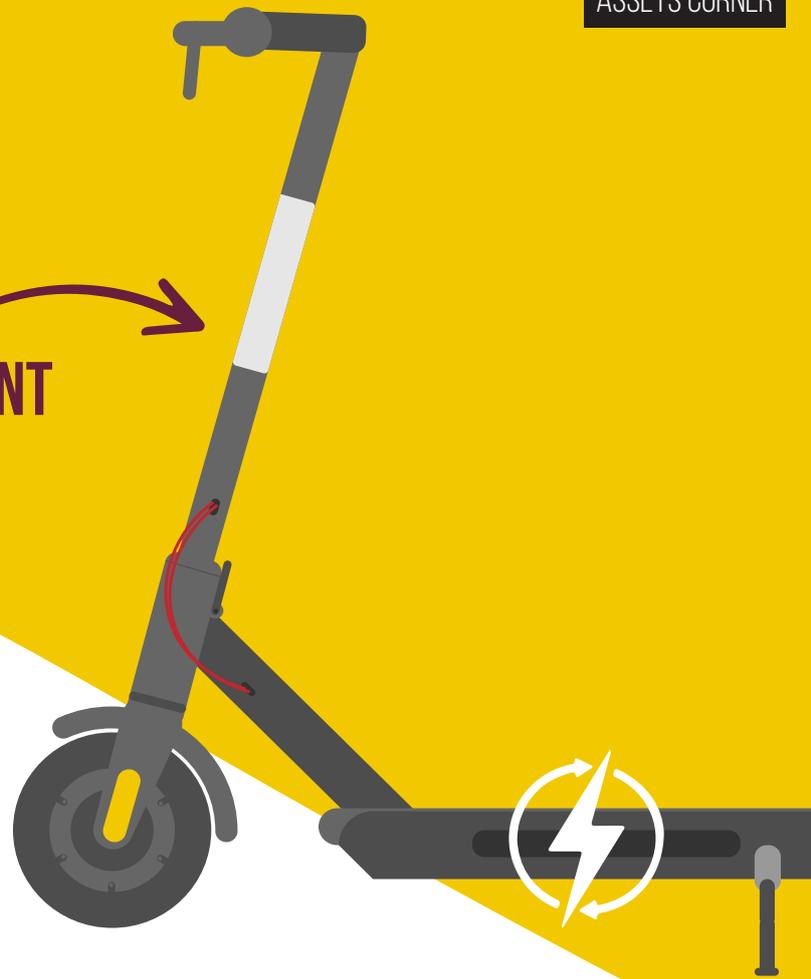
- **Match Charging Voltages:** Always use a charger with the same voltage output as your scooter or equipment to prevent fires.
- **Check for Damage:** Inspect the scooter, battery, and charger before and after each use for cracks, discoloration, or water damage.

CHARGING PRACTICES

- **Being present while charging:** Charge your devices while you're at home and awake so you can quickly respond to any issues.
- **Weather Considerations:** Charge away from weather effects and watch for unusual signs like smoke or popping noises.

MANUFACTURER'S INSTRUCTIONS:

- **Follow Instructions:** Always stick to the manufacturer's guidelines for safe charging and use.



BATTERY DISPOSAL

- **Avoid Household Disposal:** Never throw lithium-ion batteries in regular bins or hard waste collection.
- **Recycling Options:** Look for drop-off points through Planet Ark or use Recycle Mate and B-cycle for safe disposal.

ADDITIONAL SAFETY MEASURES

- **Install Smoke Alarms:** Have a smoke alarm in the charging area and test it regularly.
- **Clear Charging Space:** Keep the charging area free of clutter to let heat dissipate safely.
- **Away from Flammables:** Store equipment away from flammable items like papers or clothing.

By following these rules, you help make sure scooters and battery-powered gear are used safely, keeping both you and the environment protected. Remember, following the instructions from the manufacturer and disposing of batteries properly are important for a safer and greener future.

Embracing Men's Health: A Call to Action

...

Men's Health Week is celebrated between 10-16 June internationally. It serves as a vital annual reminder to prioritise and promote the well-being of men worldwide – something we often let fly under the radar.

By focusing on preventive measures, early detection, and proactive health management, Men's Health Week plays a crucial role in encouraging men to take responsibility for their well-being. It aims to reduce the stigma surrounding men's health issues, promote open dialogue, and empower men to make informed decisions about their health.

Dearest reader - encourage the men and boys in your life to embrace their health journey, making themselves the number one priority. Together, we can break the silence, challenge societal expectations, and make lasting improvements to men's health globally.

Did you know?

- Australian males experience a greater share of ill health and death (53%) than females (47%).
- 43% of males aged 16–85 report having a mental health disorder at some point in their lifetime.
- The number of suicide deaths is approximately three times higher in males than females.
- Australian men are more likely to get sick from serious health problems than Australian women. Men die in greater numbers than women from almost every non-sex-specific health problem. Compared to women, men visit the doctor less frequently, have shorter visits, and only attend when their illness is in its later stages.

In 2024, let us collectively reject the outdated “she’ll be right” attitude and address the alarming statistics affecting men’s health, both physical and mental.

“Real men take care of their physical and mental health – strength is not just in the body, but in the mind.”

Mental health

Taking care of your mental health is just as important as taking care of your physical health, they go hand in hand. Men are often told they must ‘get in touch with their feelings,’ but what does this mean and how do you do it? Why talk about it? Silent suffering in men can result in isolation, lack of support, health problems from chronic tension, relationship issues, and psychological disorders like depression and anxiety.

So what can I do? Where do I start?

- Tune into your body to recognise emotional sensations, as emotions are often felt physically (e.g., heat for anger, tightness for sadness).
- Explore underlying emotions when experiencing anger and consider if sadness or fear may be present.
- Articulate your feelings by writing them down or brainstorming before conversations.
- Understand that identifying and expressing feelings is a learned skill, requiring practice.
- Embrace vulnerability with trusted individuals to foster closer connections and a sense of relief.
- Seek support when needed, reaching out to counselling services such as MensLine Australia for professional assistance.

Physical Health



Exercise Regularly

Include both cardiovascular and strength training exercises.



Eat a Balanced Diet

Emphasise fruits, vegetables, whole grains, lean proteins, and healthy fats.



Stay Hydrated

Drink enough water based on your activity level and climate.



Regular Health Check-ups

Schedule screenings and check-ups for dental, blood pressure, cholesterol, and other preventive measures.



Adequate Sleep

Aim for 7-9 hours of quality sleep each night.



Stress Management

Practice techniques like mindfulness, meditation, or deep breathing.



Limit Alcohol and Avoid Tobacco

Keep alcohol consumption in check and avoid tobacco products.



Social Connections

Cultivate strong social ties for mental and emotional well-being.

Support services

MensLine Australia: Phone and online counselling, 1300 78 99 78.

Beyond Blue: 24/7 phone counselling, 1300 22 4636, and online chat from 3 pm to 12 am, 7 days a week.

Brother to Brother: is a 24-hour crisis line on 1800 435 799 for Aboriginal and Torres Strait Islander men of all ages.

13YARN (13 92 76): is the first national 24/7 crisis support line for men who are feeling overwhelmed or having difficulty coping.

1300 MH CALL (1300 642255): is a confidential mental health telephone triage service that provides the first point of contact to public mental health services. Available 24 hours a day, 7 days a week.

The Men's Shed Association Australia: is a community-based organization providing spaces where men can gather, share skills, work on projects, and promote social connection and well-being.

Visit: mensshed.org to find your local Men's Shed.

Together, let's make 2024 the year men prioritise their health, breaking the silence and fostering a culture of well-being.

Tie-in

Taking care of your physical health positively impacts mental well-being. Research indicates exercise reduces mental health symptoms, improving depression, anxiety, and distress. Simple lifestyle changes, strong social connections, and professional support contribute to overall well-being. With one in five Australians experiencing mental illness annually, it's crucial to prioritise both physical and mental health. Remember, real strength lies in nurturing both the body and the mind.

WHAT'S ON?



Neighbour Day: 31 March

Each year, on the last Sunday in March, the Neighbours Every Day campaign invites everyone to celebrate and connect with their neighbours. The theme for 2024 is 'Create Belonging | Share Belonging'. We can all take actions to create and share belonging. Read our Neighbour Day spread on pages 4 & 5 to find out how you can create and share belonging with your community.



National Volunteer Week: 20 - 26 May, 2024

This year's theme is 'Something for Everyone'. It's a celebration of diverse passions and talents, emphasising that there's a perfect role for each person in the world of volunteering. If you need help with your volunteering journey, BHC's Residents and Participation Coordinator, Anthony, is available to assist. SMS 0417 361 506 or email anthony.c@bhcl.com.au



National Reconciliation Week: 27 May - 3 June, 2024

This week, is a time for all Australians to learn about our shared histories, cultures, and achievements, and to explore how each of us can contribute to achieving reconciliation in Australia. This year's theme is 'Now More Than Ever' is a reminder to all of us that, no matter what, the fight for justice and the rights of Aboriginal and Torres Strait Islander people will – and must – continue.



Rearranged: Art of the Flower exhibition: Now until Sept 2024, Museum of Brisbane, Brisbane City Hall, Brisbane City. FREE Entry.

Brisbane has a strong culture of artists using floral imagery to tell stories of this place. In a space reminiscent of a quintessential Queenslander house, 'Rearranged: Art of the Flower' invites visitors to stroll through a lush collection of paintings, textiles, sculptures, ceramics and new media.



Tech Connect Workshops : Various dates, various Brisbane Libraries

Are you interested in learning new skills for using computers, devices, the internet, email, social media and much more? Contact your local library branch to enquire about one-on-one FREE digital literacy training.

Find an upcoming session: www.brisbane.qld.gov.au/whats-on-and-events



Feel Good Program: Now until 1 June, 2024, Flowstate and the Boat Pool, South Bank Parklands

South Bank's 'Feel Good Program' returns. Immerse yourself in fitness classes that will energise you, empower you and will not cost you a single cent.

Check out full program: feelgoodprogram.com.au

NOTICEBOARD

CONGRATULATIONS TO OUR SURVEY WINNERS

Thank you to all the BHC residents who returned their tenant survey. The 2023 survey winners* were:

Major Winners

Antun, Rukhmani, Bret

Minor Winners

Rebecca, Zara, David, Carlton, Jennifer, Shane, Michele, Nrop, Naomi

*All winners have received their prize

HOME & HEALTH

Want accessible healthcare right at your doorstep?

Experience a health clinic at your property!

Already enjoyed the care of Home and Health nurses?

Share your positive experiences with us!

Reach out to our Community Development team today at connect@bhcl.com.au or call 3307 3000 to share your thoughts and requests.

RENT AND RECOVER

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, please speak to your housing manager or contact the community development team on 3307 3000 or connect@bhcl.com.au

WHO IS THE SENIORS ENQUIRY LINE?

UnitingCare's Seniors Enquiry Line offers free statewide support and information to Queensland seniors, carers, friends, families, and service providers through a helpline, InfoChat service, quarterly newsletter, and community education sessions covering various topics. No age eligibility is required to contact, calls are anonymous, and a real person answers directly. Contact them at 1300 135 500 or email sel@uccommunity.org.au

Sign up for mailing list here: seniorsenquiryline.com.au/news-and-events/newsletters/

RESPECT MATTERS: A CALL TO UPHOLD POSITIVE INTERACTIONS IN BHC BUILDINGS

In this Bugle edition we wish to address a pressing issue: Respect is the cornerstone of positive community, and it's crucial we uphold it in all interactions. BHC has noticed a rise in unacceptable and anti-social behaviours towards dedicated BHC staff and contractors. Whether in person, in writing, or over the phone, let's treat each other with kindness and consideration. Together, we can create a harmonious community where everyone feels safe, valued and appreciated.

Here are some simple ways we can practice respectful communication, ensuring positive and productive interactions with all people working, visiting and living in BHC buildings.

- Use clear, thoughtful language to ensure everyone understands.
- Listen actively without interrupting, showing understanding through nods or verbal cues.
- Express feelings calmly and seek clarification when needed.
- Practice patience, especially in tense moments, taking deep breaths if overwhelmed.
- Seek support from community resources like counsellors, case managers, social workers or local community centres.
- Apologise sincerely if disrespectful, committing to better communication in the future.
- Prioritise treating others with respect and kindness in all communication. Focusing on this can lead to positive outcomes for everyone.

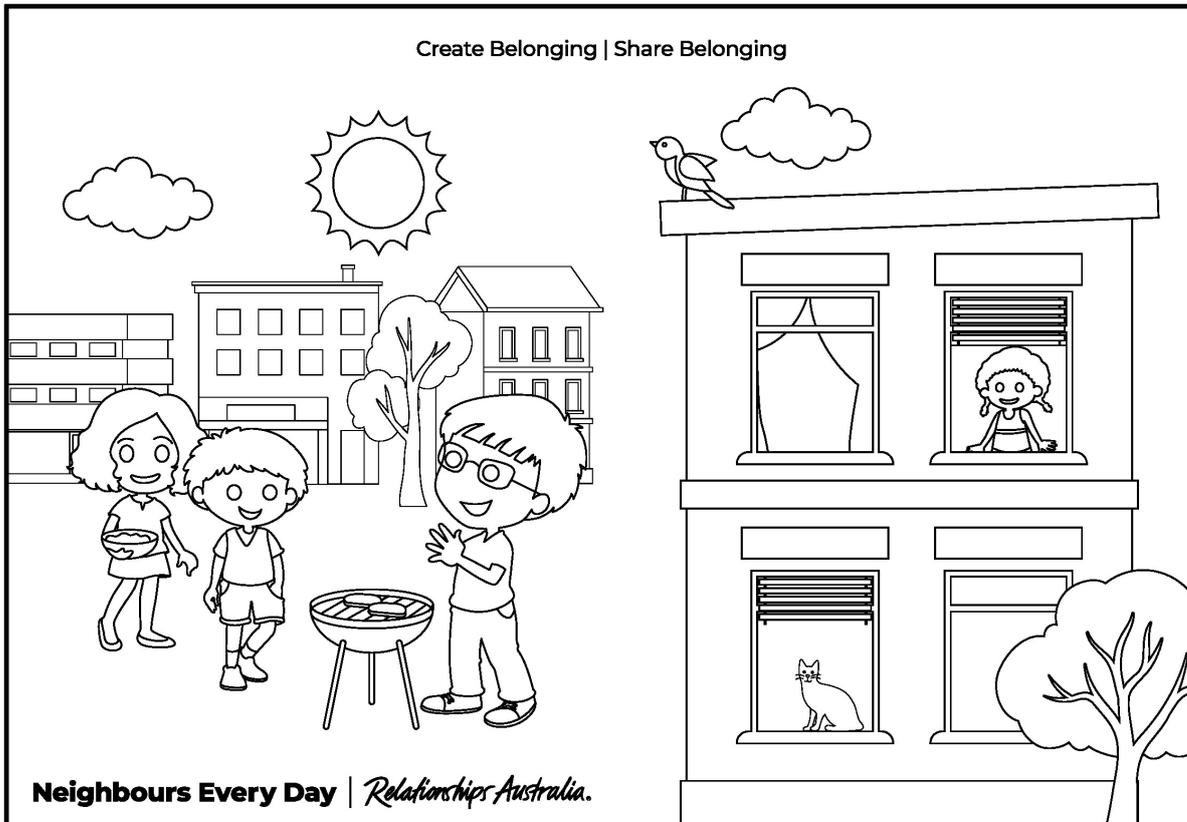
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WORD SEARCH

Find all the words related to Neighbour Day below and reveal the hidden message with the date and theme of this years event.

- | | |
|---------------|---------------|
| NEIGHBOURS | SOCIAL |
| COMMUNITY | RELATIONSHIPS |
| CONNECTION | RECONNECT |
| INCLUSIVE | CONVERSATIONS |
| BARBEQUE | WELCOME |
| CUPPA | KINDNESS |
| MATE | MEETING |
| CONVERSATION | BELONG |
| FRIENDSHIP | EVENTS |
| CATCH UP | FUN |
| FRIEND | LOCAL |
| NEIGHBOUR DAY | |

Hidden message:



COLOURING IN

For the little artists, enjoy colouring in this Neighbour Day themed picture.



Share your finished work with us!
 Send a photo to bugle@bhcl.com.au

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