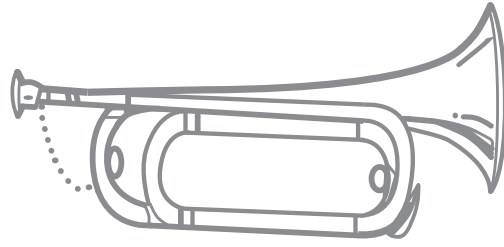


bugle



SPRING EDITION
SEPTEMBER 2024



*BHC's Resident Participation and
Employment Coordinator, Anthony*

YOUR VOICE, OUR FOCUS

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Dear readers of the Bugle,

Welcome to our 2024 Spring edition. I hope this message finds you well.

The BHC team has been working hard to build more homes and during July the BHC Board of Directors participated in a bus tour to eight of our upcoming new developments. One of these developments, located in Chermside in Brisbane's north (close to Chermside Shopping Centre), features 34 beautifully designed units by architectural firm, UltraLinea. These new units will provide long-term homes for those in genuine need, and we're thrilled to see this project come to life and welcome new BHC residents to the property later this year.

Since our Autumn Bugle publication, we have continued to work towards enhancing and expanding access to a variety of programs and services to assist BHC residents to live with hope and dignity and I hope you enjoy reading about some of these initiatives on page 10. We also understand the importance of continuously improving our buildings, designs and communities by listening to you, our BHC residents.

Over the past few months, we have had the pleasure of hearing from you as a collective about what works well and what could be improved across BHC through our tenant survey process. We really value your feedback, as it helps us understand your needs and improve our services. We also acknowledge the incredibly high satisfaction rate among many of our residents this year and last year. This is a testament to the hard work and pride that you, our residents, take in your community, along with the intentional and thoughtful efforts of every team here at BHC. Please turn to pages 4 and 5 to explore the wonderful initiatives we have undertaken based on your feedback, along with a summary of your survey responses.

Thank you for being an essential part of our BHC community. Together, we are building a better future for Queenslanders in need.

Warm regards,

Rebecca Oelkers,
CEO



BHC UPDATE

In May, we held our first **Coffee Connections "Skills 4 Work" barista program** at our Bowen Hills property. Over 4 weeks, 20 residents participated in the program and gained essential Barista making skills, along with building their self-esteem and confidence. Barista trainer, Brad from Substation33 commented, "I was very impressed with the strong level of engagement and enthusiasm shown by the residents."

Feedback from the participants was also very positive and highlighted the professional training delivered by Brad which focused on practical, hands-on skills development using the solar powered commercial coffee machine.

In the coming months, the program will continue at one of our Fortitude Valley buildings. If you would like to participate, please contact Anthony on 0417 361 506 or email anthony.c@bhcl.com.au.



BHC NOTICEBOARD

Hosting an event in your building for the festive season?

BHC's Resident and Communities Team may be able to support with a per building essentials gift card to your local grocery store for grocery supplies.

We also love to see all your wonderful photos from these events and we will endeavour to include them in the end of year Bugle.

To enquire about a gift card or send through photos of your building's festive event email connect@bhcl.com.au

Would you like to complete a FREE Responsible Service of Alcohol (RSA) and Food Safety Training TAFE course?

During the September school holidays, BHC is offering these courses for BHC residents. If you're interested, please contact Anthony at 0417 361 506 or anthony.c@bhcl.com.au.

Work with a Hardship Partner to reduce your State Penalties Enforcement Registry (SPER) debt:

If you have fines and can't pay them, you might be eligible to work them off through community service, learning programs, or health treatments. For more info, contact Anthony at 0417 361 506 or email anthony.c@bhcl.com.au or visit bit.ly/4fwbSF7

Lithium-ion Battery Safety

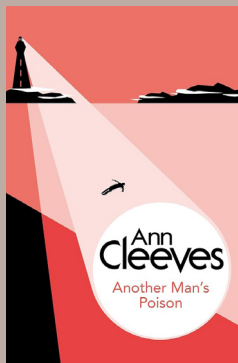
Over the past two months, BHC conducted surveys and hosted events to raise awareness about fire safety risks associated with lithium-ion batteries in e-scooters, e-bikes, and mobile phones. With valuable feedback from residents and guidance from Queensland Fire and Emergency, we've identified key safety steps:

- Always use the charger that came with your device to prevent overheating.
- Store batteries in a cool, dry place, and avoid keeping them fully charged or empty for extended periods.

These measures will help keep you safe and your devices in good condition. For more information on lithium-ion battery safety, visit the QFES website.

RESIDENT

BOOK REVIEW



Another Man's Poison

Ann Cleeves
(Bello) 2014; 201 pages

Before Vera, before Jimmy Perez, and even before Inspector Ramsay, Ann Cleeves had Molly and George Palmer-Jones as amateur sleuths. Another Man's Poison has been reissued by an imprint of Macmillan Publishers.

Molly Palmer-Jones arrives to visit her elderly aunt, Ursula Ottway, and finds her lifeless body lying on a well-used Chesterfield in the drawing room. Ursula's doctor decides to order tests and a post-mortem. There is no obvious reason that would explain her death.

In a small community, gossip flourishes and Molly soon learns that Ursula had threatened to report the local squire and Member of Parliament, Marcus Grenville, to the authorities and the Press for using illegal baits to kill vermin on his estate. If found guilty, Grenville could wave good-bye to his parliamentary career. Before she could do so, however, she died.

George suggests to the police that toxicology samples taken during the post-mortem should be tested for phosdrin, the poison used in the baits. Meanwhile, Molly has heard that Ursula was widely trusted and a good listener. People confided in her.

Our intrepid investigator wonders if a villager has had regrets and had decided to silence the aunt. With Ursula gone, people start confiding in Molly.

Another Man's Poison is a complex tale of secrets and lies. It is skilfully crafted with well-rounded characters and short chapters.



Reviewed by:
Clive H,
Arbor Sherwood Resident



2023 - 2024

TENANT SATISFACTION SURVEY RESULTS

Each year BHC surveys half the portfolio to provide an opportunity to share valuable insight into their lives and homes.

We appreciate all feedback provided to BHC across the portfolio and use the incredible data to improve various aspects of BHC including how we design our buildings in the future, the types of services that we partner with, and update our methods as needed.

BHC encourages you to complete this survey when it arrives later this year and have your say.

GENERAL SATISFACTION

83% 

Overall satisfaction with service provided by BHC

81% 

Were satisfied with repairs and maintenance for their unit

82% 

Were satisfied with BHC keeping them informed about things that may affect them

YOUR TOP 3 CONCERNS!

Even though BHC consistently meets yearly high satisfaction standards, we are still committed to continuous improvement. Your feedback is invaluable in helping us better understand what residents need from their homes. Based on that feedback, the top three concerns from respondents are:

1. **GENERAL COMMON AREA UPKEEP**
2. **ANTI-SOCIAL BEHAVIOUR**
3. **PRESENCE AND COMMUNICATION WITH BHC**

Our Caretaker teams work hard to keep our buildings clean and cared for, we encourage residents to continue to take pride in their home and maintain their spaces together as well. BHC is always exploring opportunities for improvement of service and looking at new models of asset-based service delivery as we grow the portfolio.

Anti-social behaviour is an ongoing concern for many residents, our Resident and Communities Team work hard to ensure that people thrive within their homes and communities. BHC Bugles have provided tips and tricks on neighbourly behaviour as well as services to reach out to. If someone is

exhibiting dangerous behaviour please contact the police. If you would like to foster a stronger sense of community contact the Resident and Communities Team connect@bhcl.com.au or your Housing Manager.

Some of our properties have regular onsite office hours, however if you'd like to know when your housing manager is typically onsite to discuss tenancy matters, please let us know. BHC endeavours to inform residents of changes that may affect them or their property and we will continuously make improvements to our communication systems. This includes enhancing our resident feedback system, through our emerging Resident and Communities framework, ensuring residents are informed and consulted whenever possible.

Thank you for all your feedback, support, and understanding. It helps BHC continuously improve and foster enhanced community initiatives and tenancy systems to ensure the ongoing safety, security, and well-being of BHC communities.

CONNECTING WITH BHC

BHC is working towards new responsive systems for better communication, this system will be based on the feedback received from this most recent survey .

67%

Would like to report maintenance requests

60%

Would like inspection reminders

48%

Would like to know when their rent is paid up to

COST OF LIVING

94%



Said they have enough money for essentials after paying rent

The cost of living has been an increasing issue for all Australians, it's wonderful to see that most of the respondents feel they are financially stable in their homes.

See page 6 for some handy tips for easing the cost of living pressures.

If you're interested in employment opportunities and advice have a chat to Anthony from the Resident and Communities Team 0417 361 506.

CONNECTING WITH SUPPORT

67%



Said they have accessed some type of community support within the last year

Some of the top areas where fellow residents are accessing supports are for Health or Disability Services, Mental Health supports, and Social activities.

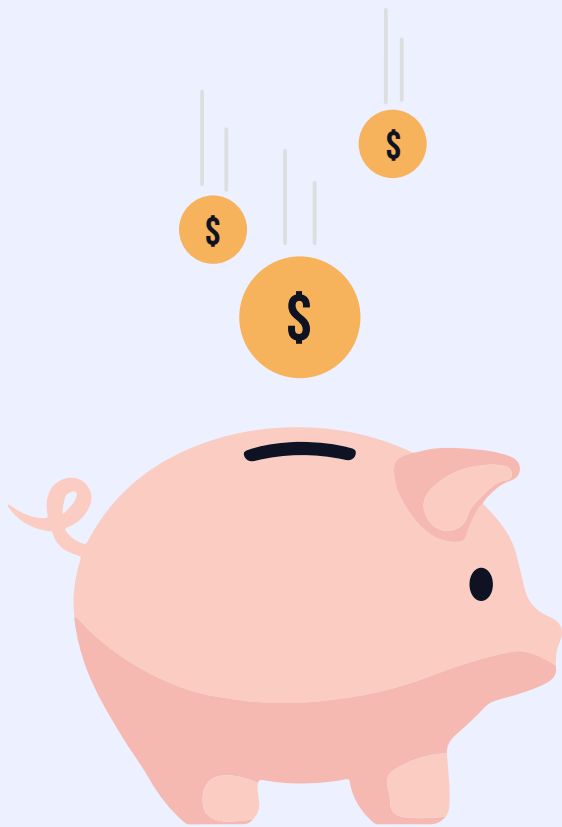
“

HERE'S WHAT SOME OF OUR RESIDENTS HAD TO SAY

I was homeless living in a boarding house. I am so grateful to be living in [BHC property]. I could not afford a rental like this in the current market.

I came to living in Housing Commission and social housing after losing my business and house in the recession of the early 1990s. I have been a passionate advocate of full housing of the population since the recession we had [sic]. This has been through my social science degree and the situation of the deinstitutionalisation of the mentally ill. This left this social cohort often without housing and continues today. I am a lucky one but many have not been so lucky. The housing crises has been going on since the 90s.

Thank you for this survey. We should have more surveys done to be able to stay connected. I also hope that management takes note and action is taken in addressing some of the issues. Please let us know of some of the outcomes to this survey and keeping connected.



Navigating the Cost of Living:

Helpful Resources for Residents

Dealing with rising living costs can be tough, and it affects everyone. Fortunately, the Queensland Government has introduced some great initiatives to help ease the burden. From energy rebates to lower public transport fares, there are several programs aimed at reducing your financial strain.

We'll dive into these resources and share additional tips to help you manage your expenses more effectively. By taking advantage of these options, you can find ways to alleviate financial stress and make everyday life a bit easier.



Energy Rebate

The energy rebate provides a discount on your electricity bill. Starting from 1 July, eligible residents can receive up to \$1,000 off their energy bills, making energy costs more manageable.



FairPlay Vouchers

FairPlay Vouchers provide financial assistance for children's sports and recreational activities. From 1 July 2024, the voucher value is \$200 per child, and the number of available vouchers has increased to 200,000. This helps more children aged 5 to 17 participate in physical activities.



50 cent Fares

The 50c Fares initiative offers reduced fares for eligible individuals, making public transport more affordable. This initiative started on 5 August, significantly reducing travel expenses for commuting to work, school, or appointments.



20% Off Rego Fees

The 20% discount on vehicle registration fees helps you save money on this necessary expense, making vehicle ownership more affordable.

How to Access These Resources

Accessing these resources is straightforward. Visit the Queensland Savers website (www.queenslandsavers.qld.gov.au) to explore your eligibility and apply for these concessions and rebates. The website is user-friendly and guides you through the process.

These programs are crafted to help ease some financial burdens and offer valuable support for managing your expenses. The Queensland Government provides these resources to assist residents during challenging times. It's worthwhile exploring what's available and discover how these initiatives could truly benefit your situation.



Additional Tips for Relieving Stress and Costs

Budgeting and Financial Planning

Creating a detailed budget can help you track your spending and identify areas where you can save. Free budgeting tools and apps, like those available on moneysmart.gov.au, can assist you in managing your finances effectively.

Community Resources

Explore local community programs and organisations offering free or low-cost services:

- **St. Vincent de Paul Society Queensland (Vinnies):** Food, clothing, and emergency relief.
- **Brisbane Relief Hub:** Food hampers, meals, and support services.
- **Foodbank Queensland:** Supplies food to charities and community groups.
- **The Salvation Army:** Emergency relief, food assistance, and community support.
- **Community Queensland:** Food assistance, mental health support, and community programs.
- **Multicultural Australia:** Settlement services, employment support, and programs for migrants and refugees.
- **Brisbane City Council's Active and Healthy Program:** Free or low-cost fitness and well-being activities.
- **Wesley Mission Queensland:** Food assistance, counseling, and support programs.
- **National Debt Helpline 1800 007 007:** Free financial counselling and education.

Energy-Saving Practices

Adopt energy-saving habits like turning off lights when not in use, using energy-efficient appliances, and reducing water heating costs. These small changes can lead to significant savings on utility bills.

Mental Health Support

Stress from financial pressures can affect your mental health. Many organisations offer free or low-cost counselling services:

- **Lifeline Brisbane:** Free telephone crisis support and face-to-face counselling.
- **Relationships Australia Queensland:** Low-cost counselling for individuals, couples, and families.
- **Anglicare Southern Queensland:** Affordable counselling services.
- **Wesley Mission Queensland:** Free and low-cost counselling, including mental health support.
- **Community Queensland:** Low or no-cost counselling and mental health services.
- **Headspace:** Free or low-cost mental health support for young people (12-25).
- **Open Minds:** Low-cost mental health support and counselling.
- **MindSpot Clinic:** Free online and telephone counselling for anxiety and depression.
- **Salvos Counselling (The Salvation Army):** Affordable counselling services.
- **Beyond Blue:** Free telephone and online counselling for mental health issues.

Managing financial pressures can be challenging, but these resources are designed to offer valuable support. By exploring the available initiatives, you may find practical ways to ease your expenses and improve your financial well-being during tough times.

The Beyond Blue PACE wellbeing tool

Mental well-being is a crucial aspect of overall health, although it may seem overwhelming at times to prioritise self-care tasks. Doing little tasks to support mental health can build emotional resilience to life's challenges.

See some tips below provided by the Beyond Blue PACE well-being tool that can provide some guidance on practical self-care practices.

Let's break down what the acronym PACE stands for. It's an easy way to remember to slow down, do things that bring you joy and re-centre your mind.



Pause

Taking a moment of reflection to practice self-care.



Act

Engaging in physical movement or taking action towards a personal goal.



Connect

Investing in relationships, community, spirituality and nature.



Enjoy

Sparking joy in life

Learn More: www.beyondblue.org.au/mental-health/wellbeing-action-tool

Here's a list of things you can do in each stage of the PACE framework.

Select the ones you think would work for you and maybe write some of your own!

Pause



- Reflect on my week
- Meditate
- Stretch
- Journal
- Practice self-compassion
- Speak to myself positively
- Say no to something
- Check my thinking is helpful
- Challenge unhelpful thoughts
- Make space for unpleasant feelings
- _____
- _____

Act



- Eat a healthy meal
- Dance at home
- Drink enough water
- Get enough sleep
- Go for a walk
- Clean my space
- Cook a meal from scratch
- Do some Yoga
- Complete a small task
- Take a break from alcohol
- _____
- _____

Connect



- Go on a nature walk
- Call family or a friend
- Volunteer
- Say hello to a neighbour
- Do a kind act for someone
- Join a community group
- Spend time with friends
- Spend time with people who share my culture
- Practice spirituality
- _____
- _____

Enjoy



- Play word games
- Watch a favourite show
- Learn a new skill
- Visit a gallery or museum
- Do a puzzle
- Learn a new hobby
- Read a good book
- Make a playlist
- Watch a feel-good movie
- Join a class or course
- _____
- _____

THE NEW

Resident Voice

BHC is revamping the way we support Resident Voice, with the intention of hearing from and communicating with more of you - more often!

As BHC grows, so too will the number of residents' BHC houses. It is important we provide a variety of pathways for people to participate. Our vision for Resident Voice is to get better with sharing information and engaging with you. This will be through a variety of feedback mechanisms such as online and building-based engagements on a variety of topics that interest you. This will allow you, our residents, to choose what level of engagement and participation you would like to have.

Currently we are building our Resident Voice database of people who would like to be contacted to 'Have a Say' on BHC matters. If you would like to be added to this database, please:

We will then send you a short survey where you can tell us what types of things you would like to be contacted on.

For example:

- Topics related to the building I live in only
- Maintenance or asset related topics
- Design ideas for buildings
- End of year event or other social activities
- Support needs for residents or
- All of the above

You can also let us know the method in which you would like to be contacted.

For example:

- SMS only
- Email only
- Hard copy/letter/post
- Any of the above

Send an email to connect@bhcl.com.au and let us know you want to be involved and we'll be in touch!



Every Bugle we wish to keep you updated with a dedicated section showcasing the events, survey results and consultations we have delivered each period.

In this Bugle we would also like to acknowledge the historical BHC initiatives and resident engagement efforts, especially of the Resident Community Development Team. Their collective work with BHC communities has been crucial in improving resident-focused practices, leading us to where we are today - Thank you!

Resident Voice updates

Consultations

This period, March to August, consultations have been done with BHC buildings at:

- New Farm
- Mount Gravatt
- Bowen Hills
- Fortitude Valey
- Yeronga
- Inala

Thank you to these communities!

We have also surveyed a variety of residents regarding:

- Fire safety and the risks of lithium-ion batteries
- Group guidelines for communal living
- Design ideas for outdoor communal spaces
- Ideas on running the 'Resident Voice' program
- Re-design of the Personal Emergency Evacuation Plan (PEEP) form.

To those involved – thank you for your input!

The team also ran a face-to-face **Resident Workshop** at our head office in the Brisbane CBD. Checking in with a group of residents regarding key focus areas, experiences and topics that residents would like to be consulted on. We tested ideas for the emerging BHC Resident and Communities Framework. Stay tuned for the launch!



Resident Workshop in June

Community connections



BHC hosted a BBQ at one of our Inala properties, inviting local support services – Mission Australia, QPS and Multicultural Australia – promoting safety, security and community connections



BHC held three community BBQs at BHC buildings supporting fire safety with Queensland Fire Emergency Services.

And we engaged in various NAIDOC initiatives, promoting community partnerships for the wellbeing of BHC residents.

Home and Health

BHC Home and Health clinics were recently hosted by the Resident and Communities Team in partnership with OneBridgE Health Services.

Check with your Housing Manager if there's plans for a Health clinic at your property!



WHAT'S ON?



Brisbane Festival: 30 August - 21 September 2024

Brisbane's most anticipated event of the year is back. Brisbane Festival celebrates the culture and community of its city. There are many fun and free events available this year from Free Choir and Vocal Workshops to the outdoor 'Serenades' concerts taking places across the city. For full program details, visit the website: www.brisbanefestival.com.au



Riverfire: 31 August 2024, Brisbane River and Surrounds.

Save the date and mark your spot for an unforgettable night of community celebrations and vibrant lights as Riverfire ignites Brisbane Festival 2024. Entertainment from 4pm. Fireworks from 7pm. For further details, visit the Brisbane Festival website: www.brisbanefestival.com.au



R U OK? Day: 12 September 2024

R U OK? Day is a reminder that you don't have to be an expert to reach out - just a good friend and a great listener. If you know someone who might be struggling, a conversation could change a life. Use these four steps to start a conversation: 1. Ask R U OK? 2. Listen 3. Encourage Action 4. Check in

For further support and tips, visit: www.ruok.org.au



Queensland Seniors Month: October 2024

Queensland Seniors Month celebrate older Queenslanders and their ongoing contribution to the state - whether as volunteers or in the workforce, community leaders or carers, grandparents or advocates. If you're a Queensland senior visit the website to find inclusive events and activities to join in October.

Visit: qldseniorsmonth.org.au



Queensland Mental Health Week: 5 - 13 October 2024

Queensland Mental Health Week encourages all of us to think about our mental health and wellbeing. This year's theme "Connect for mental health", emphasising the proactive measures we can adopt to nurture and support positive mental health and wellbeing for ourselves and our communities.

Visit www.qldmentalhealthweek.org.au to find out how to get involved.



Save the Date - Resident End of Year Celebration: Friday 15 November

Mark your calendars and save the date for this year's Resident End of Year Celebration. Join us for a day of fun, food, lucky door prizes and live music for all BHC residents to enjoy. More details to come, look out for an invite in your letterbox in early October.

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