



SUMMER EDITION
DECEMBER 2024



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Dear BHC Residents,

As the year draws to a close, I want to take a moment to reflect on the incredible sense of community we've shared throughout 2024. One of my favourite moments of the year was attending our end-of-year resident event. Meeting so many of you, hearing your stories, and celebrating together was a true highlight for me and the entire BHC team. Thank you for making it such a special occasion!

As BHC continues to grow and expand across Queensland in the coming years, we understand it might become harder for everyone to come together as one large community. That's why we remain committed to supporting and investing in local end-of-year celebrations at your properties. If you and your neighbours would like to celebrate at your building, please reach out to us. We'd love to help you resource and promote your event this December to make it a success - see page 6.

Looking forward, we're excited to share that BHC's Ethel Street, Chermside development is nearly ready, with 34 households requiring a home or at risk of homelessness moving into their new homes soon. Next year, we'll complete more projects in Redcliffe, Stones Corner, as well as another project in Chermside, creating even more safe, affordable homes for those in need of stable housing across Queensland.

We know this time of year can be challenging with rising living costs,

and at BHC, we're here to support you through it. Our programs, including household grants and specific grants for children and young people, are available now. If you'd like more information, don't hesitate to reach out to your Housing Manager. Also, be sure to check page 6 for helpful ideas on financial assistance during this often-costly time of year.

As we enter the festive season, it's important to care for both your physical and mental health. While Christmas can bring joy, it can also be a challenging time for some, so remember to check in with yourself and those around you. If you need support, there are wonderful services available (page 4). Also, with the summer heat upon us, take extra care by staying hydrated, drinking plenty of water, and seeking shade during the hottest parts of the day. Most importantly, be gentle with yourself and take time to enjoy this season in a way that feels comforting and meaningful to you.

As we close out 2024, I want to express my gratitude for your ongoing support. Your feedback and community participation continues to inspire what we do at BHC. From all of us here, we wish you a joyful and peaceful season.

Here's to a bright 2025!

Sincerely,

Rebecca Oelkers, CEO



BHC UPDATE

Last month, BHC proudly secured funding through the 2024 Christmas Grant Round, thanks to the generosity of the Lord Mayor's Charitable Trust.

The grant allowed us to host a delicious lunch for over 90 BHC residents, bringing them together to share connections and community as we wrap up the year. Check out the back page of the Bugle for photos from this wonderful event!

Our Resident Wellbeing Coordinator, Toni, had the honour of accepting the grant on behalf of BHC, alongside Lord Mayor Adrian Schrinner and Lady Mayoress Nina Schrinner.

BHC office closure over the Christmas and New Year period

The BHC office will be closed from **4:30pm Friday 20th December 2024** and will reopen at **8:30am on Thursday 2nd January 2025**. 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 on 3307 3000 and leave a message.

Tenant Satisfaction Survey

The 2024 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 Resident and Communities 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!

Your rent

Even though the BHC office will be closed from 20th December 2024 until 2nd January 2025, 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.

Stay protected this season

COVID vaccinations and antiviral medicines can help keep you safe and healthy. Oral medicines for COVID-19 (including antivirals) are now available for people at high risk of developing severe illness.

Talk to your doctor or local health clinic today to learn more!

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 \$2 pool entry during the summer.
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 Resident and Communities team at connect@bhcl.com.au.

SUPPORTING YOUR MENTAL HEALTH DURING THE FESTIVE SEASON

The holiday season can be filled with joy, family gatherings, and moments of celebration. But for many, it can also bring stress, anxiety, and a sense of overwhelm. Whether it's the pressure to meet expectations, the strain of social obligations, or the struggle to find balance amidst all the festivities, it's important to prioritise your mental well-being. Here are some practical tips to help you stay grounded, calm, and joyful during the season.



SET REALISTIC EXPECTATIONS

Focus on what truly matters to you—whether that's spending time with loved ones or simply taking a moment to relax.



CREATE A 'NO' LIST

It's important to remember that self-care isn't selfish. Declining some invitations can give you the space to recharge and focus on your mental health.



STAY CONNECTED (BUT RESPECT YOUR BOUNDARIES)

If you're feeling socially overwhelmed, try smaller gatherings or virtual meet-ups that allow you to interact at your own pace.



PRIORITISE SLEEP & REST

Avoid late-night shopping sprees or excessive screen time before bed. Instead, opt for calming activities that allow your body and mind to relax.



PRACTICE MINDFULNESS & GRATITUDE

Start a daily gratitude journal, where you write down three things you're thankful for each day. This can help improve your mood and create a positive mindset.



REACH OUT FOR SUPPORT

If you're feeling particularly isolated or down, consider joining online support groups or community events that focus on mental health during the holidays.

ACCESSING SUPPORT

LIFELINE

24-hour crisis counselling. Call 13 11 14, Text 0477 13 11 14 or chat online.

FRIENDLINE

Support anyone feeling lonely, needs to reconnect or just want to chat. Call 1800 242 287 7 days a week.

BEYOND BLUE

Call 1300 22 46 36, 24 hours/7 days a week

MENSLINE AUSTRALIA

Professional counselling to support Australian men. Call 1300 78 99 78, 24 hours/7 days a week

KIDS HELPLINE

24/7 confidential and private counselling service for those aged 5 - 25. Call 1800 650 890.

MENTAL HEALTH TECHNIQUES TO HELP YOU STAY POSITIVE

5-4-3-2-1 RULE

When you feel like you are getting overwhelmed, or you are already overwhelmed - try the 5-4-3-2-1 Rule

Call Out:

5 things you can see

4 things you can touch

3 things you can hear

2 things you can smell

1 thing you can touch

Doing this will engage your senses and redirect your mind away from your overwhelming thoughts - helping you to regain control and be able to continue what you are doing.

2-MINUTE RULE

Sometimes your mental health can be so debilitating that doing the most basic of tasks feels impossible. This technique is here to help you get started.

For whatever it is (making your bed, doing the dishes etc), set yourself a 2-minute timer. Do as much as you can in this time - you may find that when that timer goes off, you are already in the zone and ready to tackle the tasks on your list!

SELF-COMPASSION BREAKS

It is no secret that we are our own worst critics - and for this we are the harshest on ourselves.

If you find yourself having a low day, give yourself the grace to let yourself feel the way you need to feel.

If it was a friend of yours who was feeling the way you are feeling, you would comfort them and show them kindness and love.

YOU DESERVE THE SAME.

Resident Voice Update

Residents at a central BHC property have been consulted on security measures being trialled at the building. BHC is thankful for the feedback received to date from our residents. While we haven't received a large response, those who have responded have identified increased feelings of safety since the measures began.

In the last three months, the Communities team have hosted the following events:

- For the first time, **Cuppa with a Coppa** at a southside Boarding Room Property
- **Community BBQs** connecting residents and BHC staff at multiple BHC properties.
- We are working closely with a property on the southside to help make it safer, more secure and a better place for everyone in the community to feel happy and well.
- A **community laneway event** next to one of our largest properties, linking in with neighbours at Bric Housing and services: Drug Arm, Mission Australia and Salvation Army
- Weekly visits from **Orange Sky laundry service** at one of our boarding room properties.
- **End of Year resident event** attended by 90 residents! Our biggest one yet.
- And many more!

Our Home and Health clinics continue to be popular with residents. The Resident and Communities Team have arranged for clinics at some of our previous locations and added Spring Hill, Chermside and Kelvin Grove.



Community Laneway Event with Bric Housing

Festive Fun

WITHOUT THE PRICE TAG

Sometimes, bigger isn't always better—what truly matters is being present.

Volunteer or Donate

Everyone deserves to feel loved, included, and happy during the holiday season, but for many, that's not the reality. So many people have little or no support during this time. If you find yourself with some extra time or no plans, consider volunteering or donating. It's a wonderful way to brighten someone else's holiday, and it will leave you feeling fulfilled and connected while making a difference in your community.

Holiday Potluck

Organising food for a big group can be overwhelming, so why not ask everyone to bring a dish? This way, you can enjoy a delicious festive meal without the financial and physical strain, and you'll have a wonderful variety of dishes for everyone to enjoy.

Gift Exchange / Secret Santa

One of the biggest stresses of the holiday season is the cost of buying gifts for everyone. With the cost of living so high, why not try a Secret Santa instead? This way, you can set a budget that works for everyone, no one misses out, and the financial load is shared. Plus, it's a fun way to bond with friends and family!

Would you like to host an End of Year event in your building?

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.

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

Christmas Money Management Tips

Ideas on how to stay on top of your Christmas spendings:

- 1 Think about why you're buying a gift, or a Christmas treat, and if you really need to.
- 2 Then think of alternatives.
 - Maybe a re-gifting? We know, re-gifting can have a bad reputation but maybe it's time to rethink the re-gift; it's eco-friendly and wallet-friendly!
 - A kind gesture, like a drawing or craftwork, or lending a helping hand with your neighbour's balcony garden.
 - Cooking a bit extra at dinner and sharing a meal with your friend.
- 3 If you are heading to the shop, have a list and a budget and stick to it. Track your allocated budget in the shops which helps with your overall budget for the season. Look for sale

items, for food and gifts, but don't be tricked into excess purchases!

- 4 Do you have some items you no longer love? Maybe clearing out and selling some items can generate some extra cash.

Caution: stay away from Pay Day Lenders and Cash Advances! They charge high fees, high interest rates and your purchase ends up costing so much more.

No Interest Loans: Need to make an important purchase like a washing machine, car repairs, or a laptop for study? Consider No Interest Loans (NILs). These loans, up to \$2,000, are interest-free. You only repay what you borrow. Supported by trusted charities, NILs are a safe and affordable option. Visit the Good Shepherd website to find a provider near you. Alternatively, you can reach out to BHC's Resident and Communities team to discuss options.

WHAT'S ON THIS Festive Season



Brisbane City Hall Lights : 6 - 24 December - every 15 minutes from 7:30pm to midnight. Brisbane City Hall, Brisbane City

Experience the magic of Christmas when Brisbane's iconic City Hall is transformed into a vibrant display of captivating visuals, festive sounds and a heart-warming story for the whole family to enjoy.

Cost: FREE



A Whimsical, Wonderful Christmas: Friday 13 December, Shows at 5pm, 6pm and 7pm. Queen Street Mall Stage, Brisbane City

Dance, sing along, and marvel at a heart-warming Christmas spectacle brimming with holiday cheer and festive fun for all ages to enjoy.

Cost: FREE



Christmas Tiny Doors: 1 - 24 December. Brisbane City.

Join the fun and discover the enchanting Christmas-themed tiny doors hidden around Brisbane City! These whimsical doors bring festive cheer to life, perfect for a magical family outing. Find them all across the city - locations include: Roma Street Parkland, Queen Street Mall, City Botanic Gardens, South Bank, Post Office Square, Queens Wharf, King George Square and more.

Cost: FREE



South Bank Nightly Christmas Carols: 14 - 22 December, 5:00 - 5:45pm, Riverside Green Playground, South Brisbane

Enjoy nightly performances of Christmas carols for the whole family to enjoy! This magical holiday celebration will feature classic Christmas carols and sing-along hits that will warm your heart and create cherished memories.

Cost: FREE



COMMUNITY LUNCHES + SUPPORT

New Farm Neighbourhood Centre Christmas Lunch - Tuesday 17 December, 9:00am - 2:00pm. 967 Brunswick Street, New Farm. Catered lunch, food parcels, Christmas gifts, lucky door prizes and special Santa appearance. No RSVP necessary, just come along and celebrate with your community.

Wesley Mission Brisbane Relief Hub Christmas Gifts - Collect from Monday 9 - Friday 20 December (weekdays between 9:30am-12 noon and 1-3:30pm). 316 St Pauls Tce, Fortitude Valley. Eligibility requirements apply.

Community and Suncorp Stadium Christmas Day Lunch - Wednesday 25 December, 11:30am - 1:30pm. Suncorp Stadium. Free 3 course meal, gift bags and entertainment. Tickets are limited, bookings essential. T: 3510 2700 or email kater@communitify.com.au.



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



2024 Resident end of year celebration!

Last month, we hosted our annual **Resident End of Year Celebration** at the Toombul Shire Hall.

It was fantastic to see over 90 residents from across our portfolio come together to enjoy a wonderful afternoon of live music by Jacob Laube Music, delicious catering from the Cookery Nook and Baking Bunch, games, lucky door prizes, and more.

A big thank you to the Lord Mayor's Charitable Trust for helping to fund this special event—we couldn't have done it without your support! And of course, thank you to all the residents who joined us. We hope you had an amazing time celebrating with us!



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