

AUTUMN EDITION
MAY 2025



BHC's Coffee Connections cart at one of our properties

HEALTHY HOMES AND COMMUNITIES

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Dear readers of the Bugle,

I'd like to extend my heartfelt thanks to all tenants for your patience and cooperation during the recent cyclone. Thankfully, it was not as severe as we had feared, but the strong winds and heavy rain still brought challenges. While we experienced some minor damage across our properties, we are fortunate that there was nothing serious. We know some tenants did face some inconveniences, including lifts being out of service for a few days. Your understanding and resilience were greatly appreciated during this time.

I was particularly moved to hear stories of neighbours looking out for one another—offering assistance and kindness when it was needed most. These acts of solidarity and community spirit truly embody what makes our community so special.

If your property experienced any damage during the cyclone that has not yet been reported or resolved, please don't hesitate to get in touch with us. Further details can be found on page 9.

Thank you again for your support, and I look forward to working together to ensure our properties remain safe and welcoming spaces for all.

In positive news, I'm thrilled to share that 32 individuals and families have moved into our newly completed property in Chermiside. This development offers a mix of one- and two-bedroom apartments, conveniently located near transport and shopping amenities. We're especially excited as this marks the first completed project by the BHC-QIC Consortium with funding support from the Queensland Government's Housing Investment Fund (HIF) together with institutional investment. Looking ahead, an additional 256 apartments (delivered under the same funding program) are set to be completed in the coming months. We look forward to sharing more details about these developments as we get them ready for their new residents.

I hope you enjoy this edition of the Bugle. Wishing you all the best in the weeks ahead.

Warm regards,

Rebecca Oelkers,
CEO



Introducing – Ethel Residences, Chermiside

We are excited to share that our new development in Chermiside is now completed and fully tenanted, providing 34 new social and affordable homes for Queenslanders in need.

This project is one of the first to be delivered by the BHC-QIC Consortium, with funding support from the Queensland Government's \$2 billion Housing Investment Fund.

BHC is committed to being part of the solution for the Queensland housing crisis. Everyone deserves a place to call home.



BHC UPDATE

RESIDENT VOICE

Resident Voice is YOUR opportunity to have a say as BHC consults and engages with residents on a number of tenancy, community and wider BHC related matters. We connect with residents through multiple methods, particularly online feedback, focus groups and place-based consultations. Last year, BHC utilised Resident Voice place-based sessions to consult with residents on security measures which were being trialed at their building. Thanks to the residents who participated, BHC was able to use their feedback to enhance the sense of safety and practical security for the community.

As we've entered 2025, Resident Voice has been busy behind the scenes working on several projects so that we can better collect resident feedback. Already this year, we were pleased to host a session with residents to gain their insight around fire safety procedures at their building. Opportunities like this not only provide a space to share information, but also hear directly from residents about their experiences, concerns and ideas. Your feedback continues to help inform our decisions at BHC, strengthening and enhancing communities big and small.



Hannah, BHC's Communities Coordinator

YOUR Voice

If you would like to join Resident Voice and 'Have a Say' on BHC matters, send an email to connect@bhcl.com.au or call Hannah from our Resident & Communities Team to let us know you'd like to be involved! We'll then ask you what types of things you'd like to be contacted about.

For example:

- Topics related to the building I live in only
- Maintenance or asset related topics
- Design ideas for future buildings
- End of year event or other social activities
- Support needs for residents
- ALL OF THE ABOVE!

You can also choose the contact method which suits you best.

For example:

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

Thank you to all residents for sharing your valuable feedback, which plays a key role in helping BHC to build and support thriving communities.

What's coming up?

Through Resident Voice, we are looking forward to engaging residents to workshop and develop a shared set of community guidelines. This is an important way to help create safe, positive and thriving communities.

If you would like to share your experience with OneBridge or would like to request health support from the Home and Health program, please reach out to BHC's Resident and Communities Team via email connect@bhcl.com.au



ONE YEAR OF HOME AND HEALTH



Across the portfolio, BHC and OneBridge have held over 180 free clinics on site at our various properties and supported over 250 residents to connect with much-needed health services. Evaluation surveys completed with BHC residents revealed that many residents felt more in control of their health. Residents expressed that, without this support, they would have to address their health concerns on their own. Many also shared that through the support of OneBridge, they were able to avoid visits to the emergency department.

Unfortunately, health care remains inaccessible for many vulnerable people across Australia. Thanks to funding from Brisbane City Council, the Home and Health Program is helping bridge the gap for

BHC residents, providing access to the care they need to manage their day-to-day health, and in some cases catch serious health concerns before they become fatal. Sonia Martin, the founder of OneBridge, presented at BHC Head office last month to discuss the amazing impacts she's seen while working with BHC and share the powerful stories of impact that she's heard from her growing team across Queensland.

In addition to community health clinics, OneBridge has also begun supporting individuals navigating complex systems such as MyAgedCare and NDIS. This one-on-one work with experienced healthcare professionals has made an immense difference to many BHC resident's lives.



HERE'S WHAT'S BEEN SAID ABOUT THE PROGRAM

"It's BHC's goal to help our residents remain in safe housing, and provision of accessible health and support is making a big difference to the quality of life for many of our residents."

- BHC CEO

"I'm incredibly impressed with their efforts and the fact the team ... rolled up their sleeves to help."

- BHC Staff Member

"[OneBridge nurse] helped me get onto a psychologist who rings me once a month"

- BHC Resident

"I'm so glad you are here. It feels good knowing that we have access to health professionals who can assist us reducing some stress in life!"

- BHC Resident

"One of our clients is absolutely thrilled that BHC have collaborated with OneBridge and the service we provide."

- OneBridge Nurse

"Thank you for listening to me."

- BHC Resident

Flu Season: Your Best Defence



The dreaded flu season is here – but protecting yourself is easier than ever. Getting the flu shot is one of the simplest and most effective ways to stay healthy this season. The vaccine is updated each year to match the most common strains, making it your best defence.

Best of all, in 2025, **all Queensland residents aged 6 months and older can get the flu vaccine for FREE!** Just visit your local GP, pharmacy, or vaccination clinic—it only takes few minutes and could save you a lot of trouble later.

Here are some more ways to protect yourself this flu season.



Wash and Dry Your Hands

Proper hand washing is a simple yet powerful way to stop germs in their tracks. Scrub your hands with soap and water for **at least 20 seconds** (about two rounds of "Happy Birthday") to wash away those pesky flu germs. Don't forget to dry your hands properly—Germs love wet hands. If you're on the go, alcohol-based hand sanitiser will do the job. And remember, avoid touching your eyes, nose, or mouth before washing your hands, as germs love to hitch a ride on your fingers.



Support Your Body

Boost your immune system by fuelling up on **fruit, veggies, and plenty of water**. Sleep, exercise, and stress management are also key players in keeping your body strong and ready to fight back. Healthy habits are your secret weapon for flu season.



Keep Your Distance

If you can, stay at least one meter away from anyone showing flu symptoms. Also, avoid sharing drinks, cutlery, towels, or anything that could carry germs. A little space goes a long way in keeping the flu at bay.



Clean Common Areas

Flu germs can linger on surfaces, so be sure to regularly wipe down commonly touched areas like **door handles, light switches, and kettles**. A quick disinfecting can help reduce the chances of germs spreading in your home or workplace.



Stay Home if You're Sick

Feeling under the weather? Don't risk spreading the flu. Stay home, rest up, and take care of yourself. The sooner you rest, the sooner you'll feel better—and everyone around you will appreciate it.

FREE

Nurse-led Walk-in clinics

The Queensland Government's nurse-led walk in clinic can be accessed for walk-in, urgent treatment of conditions anticipated to be life-threatening. The service is free for Medicare and non-Medicare card holders.

The nurse-led walk-in clinic is not an emergency department. The safest and fastest way to access help in an emergency is to call 000.

Should I go to the nurse-led walk-in clinic or the Emergency Department?

Nurse-led walk-in clinic

Examples of non-life-threatening conditions



Fever,
coughs, cold



Earache



Infections,
rashes



Minor eye
issues



Minor cuts



Womens
health
concerns



UTI



Minor burns



Chest pain



Difficulty
breathing



Decreased
consciousness



Sudden
severe
headache



Severe
abdominal
pain



Severe
burns



Late
pregnancy
complications



Severely ill
children

Emergency Department / 000

Examples of medical emergencies



Locations

Walk-in, no bookings or referral is needed

316 Adelaide Street, Brisbane
8:30am to 6:00pm, Monday to Fridays

1437 Logan Road, Mount Gravatt
8:00am to 6:00pm, 7 days a week

Living Well Together

Building Friendly and Respectful Communities

Being a thoughtful neighbour helps build a warm and welcoming place for everyone to enjoy! Here are a few simple ways to help strengthen your community:

Thoughtfulness Goes a Long Way

- Keep noise levels in check – especially during early mornings or late evenings when others may be resting.
- Be mindful of your household, guests and pets – let's keep our communities friendly and peaceful for everyone to enjoy.
- Care for common areas – whether it's hallways, parking spots, gardens or laundries, treating shared spaces with respect helps create a more enjoyable environment for all.

A Little Patience Makes a Big Difference

- Life can be challenging for everyone – we don't always know what others are going through so a little understanding makes a big difference.
- Some neighbours may be more private and that's ok - we all have our own way of connecting.
- A smile, a wave, or simply giving someone space can be a thoughtful way to show support.

Working Through Issues

- Small problems can often be sorted out with a friendly chat – communication is key!
- If you're experiencing an ongoing issue with another resident which is seriously impacting your peace or privacy, please contact your Housing Manager for assistance.



When to Reach Out for Extra Help

Sometimes, situations need a bit more support. Here's who you can contact:

- Local Council – For things like loud music, barking dogs, parking issues, or overgrown trees.
- Local Police (Policelink 131 444) – If you ever feel unsafe or believe a law may have been broken.

Everyone Deserves a Peaceful Home

Every resident has the right to feel safe, relaxed, and respected in their home. Our goal is to create communities where all neighbours can thrive in a positive and supportive environment.

We'd like to thank everyone for helping to make our communities a kind, respectful and welcoming place.

Looking to build stronger connections with your neighbours? Here are some fun and easy ways to get started:

- Start with a simple hello next time you see them
- Invite them over for a cuppa
- Suggest a community BBQ with your neighbours, everyone can bring a plate of food to keep costs low

Looking for more ideas on how to connect? Visit neighbourseveryday.org

Keeping your home mould-free

There's nothing mould loves more than rainy days. With high humidity and lots of moisture in the air, it has been ideal conditions for mould to grow. Check out these helpful tips on how best to tackle this pesky problem.

MOULD REMOVAL SOLUTION RECIPES

Remove mould using one of these mould removal solutions:

- A solution of 80% vinegar and 20% water
- A solution of 70% methylated spirits and 30% water
- A solution of tea tree oil and water
- Commercial products from the supermarket

PREVENTION

The best way to prevent mould and damp is to ensure your home is dry and well-aired:

- Allow sunlight into the property as much as possible, especially in the bathroom, laundry and kitchen.
- Open doors and windows to allow as much air to circulate, particularly in the bathroom.
- Open the windows when you're cooking or using the shower.
- Clean wet areas of your home, such as your bathroom, kitchen and laundry regularly. Wipe away moisture from windows, walls and near taps. Keep bathroom walls, showers, shower curtains, baths and basins as dry as possible.
- Dry and air damp clothes and shoes outside as soon as possible. Ensure they're dry before putting in a wardrobe or clothes-storing area. Leave wardrobe doors open where possible.
- Clean carpets and rugs regularly.
- Clean up indoor water leaks and spill immediately.
- Allow space between furniture and walls so air can flow, particularly wardrobes.

REMOVAL

Steps to removing mould:

- Obtain personal protective equipment, including half-face disposable respirators with P1 or P2 filters, to avoid inhaling mould spores when cleaning. You'll find these at hardware stores.
- Place drop sheets on the floor and exclude people from the affected area if they're not performing the work.
- Get 2 buckets: 1 for cleaning solution and 1 for clean water.
- Wipe the area clean with a microfiber cloth and cleaning solution. Don't put dirty cloths back in the solution; rinse them in the clean water to avoid cross-contamination.
- After cleaning the area with the solution, wipe the surface with a damp cloth. Don't use the same cloth you used with the solution.
- Wipe the surface dry with a clean cloth.

TIPS

Always use a different cloth with each process and throw them away after, or the mould spores will spread and mould will reappear.

Don't dry brush the area with a broom or brush, as this can spread mould.

ASSETS CORNER

The Asset Team is here to share some practical tips for common issues to help you maintain your home.



Attaching Fixtures and Making Structural Changes

As we go through life, we might need extra support and equipment to help with daily tasks. This could mean installing grab rails in the bathroom, security screens, or specialised equipment in the bedroom and lounge room to assist with mobility and liveability. Before making any changes, the Residential Tenancies and Rooming Accommodation Act requires tenants to get written agreement from the lessor (BHC). Here's what to do:

- Talk to your Housing Manager about your proposal.
- Submit a written request to BHC. We will respond in writing with any conditions that apply.
- If you're unsatisfied with the response, the Residential Tenancies Authority (RTA) offers a free dispute resolution service.

Avoiding and Clearing Blockages in Drains

We've had a few issues with soft blockages in toilets. Here are some handy tips to help you avoid these blockages or clear them without needing to call a plumber.

How to Avoid a Soft Blockage:

- Only flush the 3 Ps: Pee, Poo, and (toilet) Paper.
- Avoid flushing sanitary products or any kind of wipes down the toilet. Even 'flushable' wipes don't break down in pipes!
- Use the full flush button for number twos, and if you're not sure, flush again.
- Pouring a jug of hot or boiled water down the toilet can help soften blockages.
- Use a toilet plunger – you can get one from Bunnings for around \$5.

Fire Safety

To keep everyone safe, please make sure there are no personal items stored in common areas, walkways, and exit routes in your complex. Plants, prams, furniture, etc., can pose a safety risk when trying to exit the building quickly. Most BHC front doors are rated as fire doors, which means these doors play an important part in protecting you and the complex in the event of a fire. Please do not screw, drill, or attach anything to these doors or frames as it will compromise the door's fire rating.

Furniture Dumping

If you need assistance disposing of larger items, contact your Housing Manager to arrange a suitable disposal option. Please remember that dumping furniture in the bin rooms and footpaths (unless Kerbside collection is organised in your suburb) is not permitted. The bin rooms are for general household waste/recycling only, and all rubbish must be placed in the bin (not next to or on top of it).

Visit the Brisbane City Council website to find out when your next kerbside collection is planned.

Leaking Taps

Watch out for leaking taps and please report all leaks to your Housing Manager ASAP. Unattended leaks can lead to bigger issues such as mould or property damage.

Don't forget to report any repairs or

maintenance to BHC during or before your regular routine inspections. If you have an urgent maintenance issue, please contact the Maintenance Team on 3307 3000, and select "1" for current tenants and then "1" for repairs/maintenance, or email repairs@bhcl.com.au

What's on

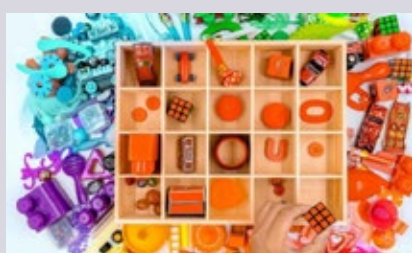
Free or low cost events happening in Brisbane



Precious 10:00am - 5:00pm, Museum of Brisbane, Level 3, City Hall

Museum of Brisbane is giving you the keys to some of the most awe-inspiring collections across our amazing city. An irresistible array of breathtaking curiosities, Precious brings together thousands of remarkable items from more than 30 public and private collections.

Visit: www.museumofbrisbane.com.au



Micro Museum 10:00am - 5:00pm, Museum of Brisbane, Level 3, City Hall

Welcome to Micro Museum – a space for telling stories through objects. You are invited to explore the fascinating world of collecting, and uncover the memories that objects hold.

Visit: www.museumofbrisbane.com.au



National Volunteer Week: 19 - 25 May 2025

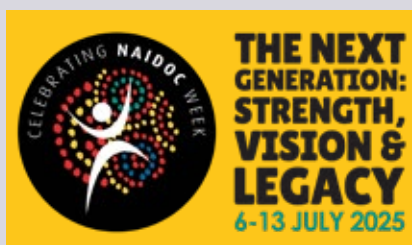
National Volunteer Week 2025 celebrates the power of volunteering to bring people together with the theme 'Connecting Communities'. If you would like to start volunteering in the community, get in touch with our Resident Participation and Employment Coordinator, Anthony to find out how we might be able to assist you.



Brisbane Careers and Employment Expo 12-14 June 2025, 9:00am - 4:00pm, Brisbane Convention & Exhibition Centre, South Brisbane

The expo will host over 160 organisations and employers with career opportunities for all ages. Entry's Free. The event is for school students, parents, teachers, graduates, job seekers, people looking for courses and workers seeking new training options.

Visit: careersemploymentexpo.com.au/brisbane



NAIDOC Week: 6 - 13 July 2025

This year's National NAIDOC Week marks 50 years of the week-long celebrations, and the theme, The Next Generation: Strength, Vision & Legacy, celebrates achievements of the past and the bright future ahead.

Visit: www.aidoc.org.au



Musgrave Park Family Fun Day: Friday 11 July, Musgrave Park, South Brisbane

Come to the largest NAIDOC Week event of its kind in Australia to celebrate the 2025 NAIDOC theme of 'The Next Generation: Strength, Vision & Legacy' showcasing Aboriginal and Torres Strait Islander peoples and cultures. Entertainment includes live entertainment on 2 stages, dance performances, information, education, community and food stalls, arts and craft activities and children's rides.

Struggling with Your Power Bill? Here's How to Get Help

EmPowering Renters is a free program supporting Queenslanders to reduce their energy use.

Talk to EmPowering Renters about:

- Understanding your power bill
- Difficulties paying your power bill
- Understanding government energy rebates and concessions
- Practical energy saving tips for your home

To find great tips and handy hints to reduce your energy bills visit empoweringrenters.org.au or phone 07 3473 5010.

Free English Speaking Practice

Finding the right support when it comes to learning and improving your English can be hard to come by. These sessions are the perfect opportunity to practice and build your English skills in a friendly and welcoming environment.

Every Friday 9:00 - 10:00am
St Brendan's Community Hub,
14 Hawtree Street, Moorooka

Please contact Menal or Elizabeth on 0448 565 138 or 3275 2081

Fire EMT with BHC's Housing Managers
Monique and Scott during last year's drills



Annual Emergency Evacuation Drills

The annual emergency evacuation drills are fast approaching. Keep an eye out for a notice in your letterbox with more details.

If your situation has changed and you require a Personal Emergency Evacuation Plan (PEEP), please reach out to your Housing Manager, or you can easily access the form through our website or by scanning the QR code.



Did you know that most of our tenants receiving payments from Centrelink are entitled to Commonwealth Rent Assistance (CRA)?

If you're not currently receiving CRA, it's worth checking with Centrelink to ensure it's included as part of your regular payment.

Occasionally, Centrelink staff may mistakenly believe community housing tenants are not eligible for CRA - so don't hesitate to verify your eligibility.

If you have questions or need assistance, feel free to reach out to us. We're here to help!

Congratulations to all the lucky winners of our Easter Giveaway!

We hope you enjoyed sharing them with your family, friends, neighbours, or little ones in your life.

A special thank you to All Hallows' School and their Mercy Action group for their generous donation of Easter eggs, making this giveaway possible.

To stay updated on future competitions and events, make sure to follow us on Facebook at *BHC Creating Liveable Communities*.



celebrating the CHANGE MAKERS

From May 19 to May 25, 2025, Australia will celebrate **National Volunteer Week (NVW)**, a time to acknowledge and honour the thousands of volunteers who dedicate their time and efforts to making positive impacts in communities across the nation.

The theme for NVW 2025 is "The Change Makers," shining a spotlight on the everyday Australians who give their time to help others and create a better future for all.

At BHC, we want to celebrate "The Change Makers" and are excited to share Linda's story.

Linda's Story

After taking a break from the workforce in her 50s, BHC resident Linda embarked on a journey as a volunteer, driven by a desire to find a sense of purpose and help others. Linda began volunteering as an English tutor at the Cairns College of English, teaching migrants and refugees alongside the English teacher.

One of the most meaningful aspects of Linda's time as a volunteer was seeing the joy on her students' faces when they worked together. Many of them still keep in contact with her years later, which speaks volumes about the lasting impact she has made on their lives.

"It's rewarding. As a volunteer you love what you do, even if you don't get paid." Linda describes.

Unfortunately, Linda had to stop volunteering due to a change in personal circumstances, including her battle

with cancer. But despite her health challenges, she remains hopeful and looks forward to a day when she can volunteer again.

"I need to look after my health first and settle. But hopefully one day I can volunteer again".

Linda's story is a testament to the importance of volunteering. She believes that volunteering is crucial for the community as it gives people a chance to give back to those who really need it. As Linda beautifully puts it, **"I don't know any volunteer who doesn't enjoy what they do."**



Linda with home health nurse
Brie at recent clinic

Ready to Volunteer?

If you're interested in volunteering but aren't sure where to start, you can always contact Anthony, BHC's Resident Participation and Employment Coordinator. Reach out via email at anthony.c@bhcl.com.au or phone at 0417 361 506. Whether it's figuring out where to start, finding out what volunteering options are available to you, or getting volunteer ready, Anthony is here to help.

For more information about National Volunteer Week 2025, visit the Volunteering Australia website at www.volunteeringaustralia.org.

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