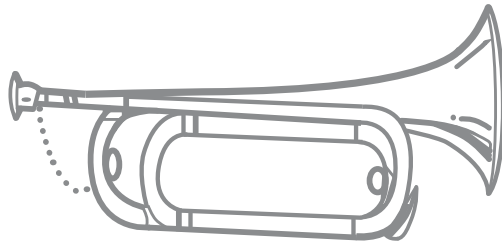


bugle



SPRING EDITION
SEPTEMBER 2025



Home and Health clinic visits one of BHC's properties

Spring into wellbeing

- 3 2024-25 Impact Fund Reflections
- 4 Highlights from the 2024-25 Tenant Satisfaction Survey
- 8 Healthy Eating on a Budget

IN THIS EDITION

| | |
|--|----|
| 2024-25 Impact Fund Reflections | 3 |
| 2024-25 Tenant Satisfaction Survey Results | 4 |
| Resident Voice | 6 |
| Freshen up with a Spring Clean | 7 |
| Healthy Eating on a Budget | 8 |
| Ask R U OK? Any Day | 10 |
| BHC Noticeboard | 11 |
| What's On | 12 |

Dear readers of the Bugle,

Welcome to the Spring edition of the Bugle! I hope you're enjoying the longer days and warmer weather as the season begins to bloom across Brisbane.

It's an exciting time at BHC, with three stunning new developments nearing completion in Redcliffe, Stones Corner, and Chermside. These apartment complexes are a testament to the hard work and dedication of our teams, and we're incredibly proud of how beautifully they've come together. We look forward to welcoming new residents into these vibrant communities very soon.

Many of you may have experienced the incredible support offered through our Home and Health program, delivered by the compassionate and skilled OneBridge nurses. With the backing of Brisbane City Council and supported by our Impact Fund, this initiative has brought meaningful, place-based health improvements to our residents. We're thrilled to share that Home and Health recently received the state award from the Australasian Housing Institute, a well-deserved recognition! We now eagerly await the outcome of the national judging later this year.

On a more reflective note, I want to acknowledge the departure of our long-standing Director and Independent Chair, Eloise Atkinson. Eloise's leadership, integrity, and vision have helped shape BHC into the organisation it is today, transforming bold ideas into real homes for Queenslanders. We also farewell Directors Geoff Woolcock and Stacey Ross, whose contributions have been equally impactful. We thank all three for their service and commitment to our mission. We look forward to welcoming the new directors and will share this information with you in the next edition.

Enjoy this edition of The Bugle, and as always, thank you for being part of our community.

Warm regards,

Rebecca Oelkers,
CEO



BHC UPDATE

Construction has officially wrapped up on three brand-new buildings, and we're excited to soon welcome new residents into their new homes.

Solstice at Redcliffe will provide secure, well-designed homes for people aged 55 and over, many of whom are downsizing from Department of Housing properties or seeking affordable options outside the private rental market.

Arq, nestled in Stones Corner where charm meets urban inner-city, and The Curwen, located within a thriving retail, health, and transport hub will both deliver a mix of social housing for those on the Housing Register and affordable housing for low to moderate income earners who may not qualify for social housing but still need support.

Arq, Stones Corner



2024-25

Impact Fund Reflections

Did you know that as a profit-for-purpose business, Elevate Residential proudly directs 100% of their profits to go directly to BHC and the Impact Fund. This significant annual investment in life-changing services goes beyond housing, from education and employment support to community-building initiatives.

The Impact Fund helps create safe, thriving communities across Brisbane. Additional funds are utilised to directly support BHC with the delivery of social and affordable housing for Queenslanders in housing need. This contribution helps to address the real challenges faced by BHC residents, helping them not only find a home, but build a future.



Through the 2024/2025 Financial Year, the BHC Impact Fund proudly supported:



160 contacts between BHC's Resident and Participation and Employment Coordinator (RPEC) and residents seeking opportunities to study, volunteer, find employment or participate in their community.



Home and Health free nursing clinics, run in partnership with Bric Housing and One Bridge nurses and primarily funded by the Brisbane City Council Pathways Out of Homelessness Grant. Delivering care to 170 new patients at 121 clinics, this program has received contributions from the Impact Fund to provide additional support to BHC residents.



70 BHC residents were supported with **FREE outreach counselling services**.



3 BHC residents accessed private in-house drug and alcohol support, with support to sustain their tenancy during this time through the Rent and Recover program.



93 residents have connected with BHC's Resident Wellbeing Coordinator to access support and pathways to sustain their tenancies.



129 grants delivered to BHC residents and their families!

To find out more about current grants or different services and programs being offered as part of the Impact Fund, visit our website bhcl.com.au or contact BHC's Resident and Communities Team at connect@bhcl.com.au.

What You Told Us



Highlights from the 2024-25 Tenant Satisfaction Survey

Every two years BHC residents receive a Tenant Satisfaction Survey. This survey is part of BHC's mandatory sector reporting, but it also gives us important insight into our residents, what things impact them, as well as feedback on our services and how we can continue to improve them. Thank you to all residents who complete the tenant satisfaction survey.

We would like to share some key results and insights with you from the most recent survey (sent out in October 2024). The next survey is currently being prepared and will be sent out to this year's participating residents in a few weeks!

We are always looking for ways to improve what we do, including the tenant satisfaction survey. If you have any thoughts or feedback on the tenant satisfaction survey, we would love to hear from you. Whilst we cannot guarantee specific changes, we welcome you to email us at connect@bhcl.com.au with any feedback or suggestions around the tenant satisfaction survey.

“

I feel blessed that I have affordable and comfortable accommodation. It took me a while to become more social but I'm finding a better quality of life. Thank you BHC!

- BHC Resident

”



Did you know?

approx.

83%

of residents are impacted by mental health, a physical disability or intellectual / learning disability

over

60%

of residents accessed community support in the last 12 months with the top 2 types of support being

- Health and Disability Services
- Cleaning / In Home Care

Access to mental health support has reduced – this is something BHC would like to better understand.

almost

60%

of those who returned their survey were impacted by mental health barriers

We know that mental health can have a significant impact on our residents and how they live their lives.

BHC would like to understand more about these impacts and explore what support is available for people with mental health barriers and how BHC can support people experiencing mental health challenges to sustain their tenancy. If you are interested in helping us to better understand and support residents, please contact us at connect@bhcl.com.au to find out more!



Good Service Speaks

90%

of residents said they were satisfied with BHC and the services provided

90%

felt informed about things that might affect them as a resident

86%

were satisfied with how BHC deals with repairs and maintenance (for your unit)

85%

satisfaction with service provided by Housing Managers



Long Term Tenancies

95%

of residents anticipate remaining in their current home!



Connected Communities

over
80%

of residents felt a positive sense of community at their building

“

Here's what some of our residents had to say

"I was able to get my job at Woolworths with Anthony's help. I have been working there for over a year. Living in my current apartment has significantly improved my mental health."

"I really love where I live, it is not as cheap as public housing however I feel that the building and the surrounding neighbourhood feels safer and more welcoming than I've ever experienced."

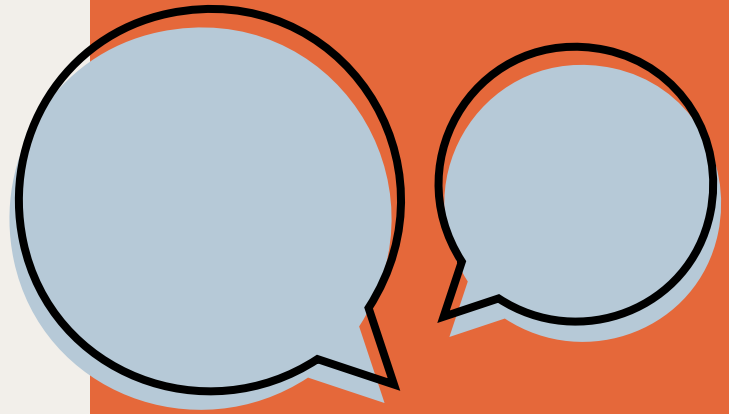
"I am very fortunate to be given a permanent home recently. (as I am 76, I could have been homeless) I first came to live in BHC with NRAS. I fear for those who haven't been as lucky as myself. Having something like NRAS around keep many single women to have the opportunity of a safe + secure home with BHC."

"I would have air con installed. But I can't afford to remove it when I leave. I hope the policy can change in the future. I am very grateful for my unit. It saved me from a lousy housing situation, and gave me back safety, freedom, peace, privacy, space, security, comfort, ventilation, boundaries! I hope a lot of other people can be helped with this type of housing soon."

RESIDENT VOICE

Resident Voice is YOUR opportunity to make a difference at BHC! We connect with residents on a number of different topics, such as tenancy, community or wider matters relevant to BHC. There are many different channels we use to gather your feedback, particularly through online feedback, focus groups and place-based consultations. Earlier this year, Resident Voice was utilised through a place-based session to consult with residents on the fire safety procedures at their building. This opportunity allowed us to gain residents' insights on their experiences and concerns and provide a space to share information. This feedback has been used to inform our decisions at BHC in our efforts to continuously improve communities.

Since our last update, Resident Voice has been busy with two key focuses to enhance our programs to continue supporting residents. Through an online survey, residents who have received a BHC grant, such as a Bright Futures or Educational Essentials grant, were able to give their feedback on the application process and impact the grant has had on their lives. Another matter we consulted residents on centred on the level of need for oral health and dental services across our buildings. This feedback has been taken on board to inform our support programs at BHC and direct us on our future pathways.



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! Some of the topics we might contact you about include design ideas for future builds, maintenance related topics or support needs for residents. You can then choose the contact method which suits you best.

For example:

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

Welcoming our new placement students

BHC would like to welcome Jia and Jeremy to our Resident and Community Team! Jia and Jeremy are here with us for the next couple of months as they complete their final university placements. If you happen to see them at an event, don't be shy and come say hello!



Freshen Up with a Spring Clean

With the arrival of a new season, spring is the perfect time to tackle those cleaning jobs you may have been putting off. A little effort now can make your home feel lighter, brighter, and ready for the months ahead. Here are some handy tips to get you started:



Protect against mould and damp

As wetter months approach, take steps to protect your furniture and fabrics. Use protective sprays to help prevent mildew, and make sure your furniture isn't pushed up tightly against walls to allow for airflow.



Dust and cobweb removal

Give ceilings, windowsills, and cornices a once-over to remove cobwebs and built-up dust. It's amazing how much fresher a room feels with a good dust.



Fans and vents

Clean ceiling fan blades and wipe down bathroom exhaust fans to avoid dust circulating after all your hard work.



Kitchen refresh

Scrub your cooktop and rangehood to remove built-up grease and grime—ready for a new season of cooking and fresh meals.



Linen swap

Wash and store heavier winter linens and blankets. Swap them out for lighter sheets and bedding as the weather warms up.



Simple bathroom hack

For soap scum, try a paste made from bicarb soda and white vinegar—it's affordable, natural, and effective.



Declutter and organise

Notice where clutter tends to pile up (toys, bags, magazines)? Add a large basket, tubs, or small shelving to give those items a proper home.



Balcony care

Sweep and wash down your balcony to prevent dirt, dust, or mould from building up. Keep drains clear to avoid water pooling.

Maintenance Reporting

Leaking tap? Oven not working? Report it now!

Email repairs@bhcl.com.au or call 3307 3000, select Option 1 for Current Tenants, then Option 1 for Repairs and Maintenance.

For after-hours emergencies only, call 3307 3000, select Option 1 to be connected to the after-hours provider.

HEALTHY EATING ON A BUDGET

Looking to eat well without spending a fortune? Many households are looking for ways to stretch their grocery budgets without sacrificing nutrition. The good news? Eating well doesn't have to be expensive. We've gathered a few easy, nutritious recipes that are both budget friendly and delicious.

WHY NUTRITION MATTERS

Good nutrition supports energy levels, mental clarity, and overall wellbeing. Choosing meals that are rich in protein, fibre, and essential vitamins helps to support your overall wellbeing. Making nutritious choices can also help you feel satisfied for longer and keep your body functioning at its best.

TIPS FOR ECONOMICAL EATING

- Plan meals and make a shopping list to avoid impulse buys and reduce food waste.
- Save leftovers and repurpose ingredients by freezing extras and using them creatively, like turning leftover rice into fried rice or adding extra veggies to an omelette.
- Try meatless meals using dried or canned lentils, beans, or chickpeas. They're affordable, nutrient-dense, and make great substitutes, for example, swap beef mince for canned lentils in your favourite recipe.

BUDGET FRIENDLY PROTEIN TIPS

- **Eggs** – Versatile and packed with protein.
- **Canned tuna or salmon** – Long shelf life and budget-friendly.
- **Peanut butter** – Great protein boost for snacks or breakfast
- **Beans and Lentils (dried or canned)** – Inexpensive and high in protein + fibre.
- **Greek yogurt** – Often has more protein than regular yogurt.
- **Tofu or tempeh** – Cost-effective plant proteins.
- **Chicken mince** – Cheaper than breast or thigh meat
- **Oats** – Combine with milk or yogurt for a protein-rich breakfast



TUNA AND ZUCCHINI SLICE

\$2.20 per serve

Ingredients

- 1 tbs olive oil
- 1 brown onion, finely chopped
- 1 garlic clove, crushed
- 3 zucchini, coarsely grated
- 425g can tuna, drained, flaked
- 1 cup (120g) shredded tasty cheddar
- 1 cup (135g) self-raising flour
- 1/2 cup (125ml) olive oil, extra
- 4 Eggs

Method

Step 1

Preheat the oven to 180°C. Grease and line a 17cm x 27cm slice pan with baking paper. Heat oil in a pan, then cook the onion and garlic for 3 minutes until soft. Transfer to a large bowl.

Step 2

Add zucchini, tuna, cheese, and flour to the bowl. In a separate bowl, whisk the eggs with the extra oil. Add to the mixture and stir well. Pour into the prepared pan.

Step 3

Bake for 40 minutes or until golden and firm. Let cool in the pan, then cut into pieces and serve.



EASY CHICKEN FRIED RICE

\$2.47 per serve

Ingredients

- 2 tbs vegetable oil
- 2 eggs, lightly whisked
- 4 Chicken Thigh Fillets, finely chopped
- 1 tsp ground white pepper
- 1 tbs sesame oil
- 2 garlic cloves, crushed
- 1 1/2 cups (frozen mixed vegetables (carrot, pea and corn), thawed
- 250g pkt Long Grain White Microwave Rice
- 1 tbs soy sauce
- 1 tbs oyster sauce

Method

Step 1

Heat 1 tbsp oil in a large pan or wok. Add the whisked eggs, swirl to coat the pan, cook until set, then remove and slice. In the same pan, add sesame oil and chicken. Season with pepper and cook for 6–8 minutes, or until golden and cooked through.

Step 2

Add garlic, vegetables, and the remaining oil to the pan. Stir-fry for 2–3 minutes until fragrant and the vegetables are warmed through.

Step 3

Add the rice, soy sauce, and oyster sauce. Stir-fry everything together for 3–5 minutes, or until heated through. Top with the sliced egg. Serve hot and enjoy!



BEEF BURRITO BOWLS

\$3.50 per serve

Ingredients

- 250g pkt microwavable brown rice
- Beef Mince (swap for lentils or tofu for a vegetarian option)
- Mexican Seasoning Mix Mild
- 200g jar mild taco sauce
- Salad mix
- 1 carrot, shredded
- Cherry Tomatoes
- Sour cream or Greek Yogurt

Optional Toppings

- Avocado finely chopped
- Lime wedges
- Coriander sprigs

Method

Step 1

Heat the rice following packet directions. Heat a frypan over high heat, add the mince and cook for 5 minutes, stirring to break it up, until browned. Add the taco seasoning and half the taco sauce. Cook for another 1–2 minutes.

Step 2

Divide the rice, mince, coleslaw, and carrot into serving bowls. Top with avocado and tomato. Season with salt and pepper to taste.

Step 3

Mix the sour cream with the remaining taco sauce in a small bowl. Serve with the burrito bowls, along with lime wedges and coriander.

Ask R U OK?™ ANY DAY



R U OK? Day was held on 11th September, reminding us all to take the time to check in with friends, family and colleagues. While the official day has passed, the message is an important one year round - every day is a good day to ask, 'R U OK?' and offer support where it's needed.

'How're ya goin?'

The casual Aussie greeting asks the question but often doesn't prompt a meaningful answer. For many of us it's just another polite greeting. So then, when the situation calls for a conversation, how do you ask the important question? And once you get the answer, how do you provide the needed support for your loved one?

Check up on yourself. In moments of crisis, it's easy to forget that you're only human. There may be conflicts you don't have answers to, or subjects that are triggering. Just listening and being there is an often overlooked step in supporting someone going through a tough time. Once you know you're in the right mindset to ask the question, don't be daunted by the three words and don't be afraid to ask follow up questions if the answer wasn't as forthcoming as expected.



The question 'are you ok' isn't asked in such a serious light so your loved one may try to brush the question off at first. If you still think there's something weighing them down, you can initiate a deeper conversation by addressing specific details that are worrying you. Perhaps, recently they have seemed more tired or have been skipping meals.

What do you do if the answer is 'no, I'm not ok'? The next step may be as simple as encouraging them to talk about what's troubling them. Reaching out for help isn't easy. So, affirming that you are there to listen judgement free can also be foundational in creating a safe space for open dialogue. Take it further by encouraging them to make a GP appointment to discuss their concerns, or explore community mental health supports together.

Support is available

Lifeline (24/7)

13 11 14 | lifeline.org.au

Suicide Call Back Service (24/7)

1300 659 467 | suicidecallbackservice.org.au

Beyond Blue (24/7)

1300 224 636 | beyondblue.org.au

SANE Australia

1800 18 SANE (7263) | sane.org

Find further support: ruok.org.au/findhelp

Noticeboard

The tenant satisfaction survey will be coming out soon!

Keep an eye out for your annual income review and, if you did not receive the survey last year, this year will be your turn! Thank you in advance for completing these two documents asap.

Can we call you?

Have you changed your contact details lately? Please make sure you update BHC if you change your phone number or have a new email you'd like us to use. Keeping your details up to date means we can contact you easily when we need to.



Thank you to All Hallow's School's Mercy Action Group!

We were thrilled to receive another generous donation from All Hallows' School for our New Beginnings packs.

These packs help new residents transitioning out of homelessness to settle into their homes with dignity and comfort.



Seasonal Jobs? HELP WANTED!

If you are looking for some work this summer or a Christmas casual job to keep you busy and earn some extra dollars, get in touch with our Resident Participation and Employment Coordinator, Anthony.

Anthony can help you update your resume, find job opportunities and prep for interviews! Give him a call or sms today on 0417 361 506 or email anthony.c@bhcl.com.au.

October is Seniors Month!

Did you know October is Seniors Month in Queensland? It's a great time to celebrate and also make the most of the benefits available with a Seniors Card.

- **Queensland Seniors Card** – Government concessions, retail discounts, and access to the free Senior Shopper service.
- **Seniors Card +go** – All the above, plus it works as a go card for public transport in South East Queensland (you can upgrade for free if you already have a Seniors Card).
- **Seniors Business Discount Card** – For those not eligible for the other cards, still offering great discounts and access to Senior Shopper.

For more information or to apply, visit: www.qld.gov.au/seniorscard



What's on

SPRING EDITION

Free or low cost events happening in Brisbane



Feel Good Program: 27 September - 29 November, Flowstate, South Brisbane

South Bank's much loved FREE fitness series returns. Step outdoors, soak in the spectacular surrounds of South Bank Parklands and get ready to feel your best self at the Feel Good Program.

For full program details, visit: feelgoodprogram.com.au



Brisbane Emergency Service Expo: Saturday 11 October, 9:00am - 2:00pm, Mount Gravatt Show Grounds, Mount Gravatt

Brisbane, get ready for storm season and bring the family to the Brisbane Emergency Services Expo. This event aims to build residents' capability to plan, prepare, respond and recover from disasters through a range of programs and interactive experiences.



Garage Sale Trail: 8-9 & 15-16 November 2025

Garage Sale Trail is Australia's biggest secondhand treasure hunt. Every November, homes, unit blocks, schools, community groups, pubs and charities across the country host garage sales and secondhand markets, all on the same two weekends.

Search for a Garage Sale: www.garagesaletrail.com.au



Queensland Mental Health Week (QMHW): 4 - 12 October 2025

This annual awareness week aims to shine a spotlight on individual and community mental health and wellbeing. QMHW encourages all of us to think about our mental health and wellbeing, regardless of whether we may have a lived experience of mental illness or not, and encourages help seeking behaviours, when needed.

Find an event near you: www.qldmentalhealthweek.org.au/events



Queensland Seniors Month: 1 - 31 October 2025

October is all about celebrating older Queenslanders and the contributions they make to the state - whether as volunteers or in the workforce, community leaders or carers, grandparents, or advocates.

Find an event near you: qldseniorsmonth.org.au



SAVE THE DATE! BHC Resident End of Year Event - Tuesday 18 November

BHC's Resident End of Year Event is coming! We are working hard on finalising details for this year's end of year celebration. Invitations will be sent soon with more details.

Spaces will be limited so RSVPs are essential. We hope to see you there.

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