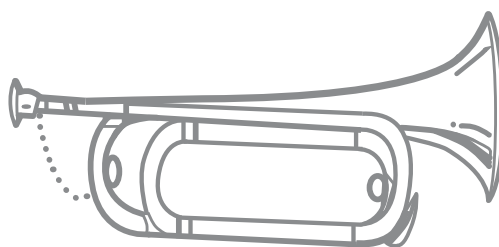


bhc
creating liveable communities

bugle



AUTUMN EDITION
APRIL 2026



Services at your door, Yeronga

Contribute, Connect, Thrive.

- 4 Connecting with BHC: The Hub
- 5 Staying well this flu season: tips from OneBridge
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Dear readers of the Bugle,

As we say goodbye to summer and welcome the changing season, I want to take a moment to connect with you all and reflect on the year we have had so far. While 2026 has not brought big headlines or major changes for BHC, it has offered each of us something just as valuable: the steady rhythm of a place that's lived in, cared for, and continually improving in small but important ways.

The quieter start to the year has given us a chance to welcome our newest residents in Chermside, Stones Corner and Redcliffe, which were all opened last year. We were delighted to have the Hon. Sam O'Connor, Minister for Housing and Public Works, in attendance for the official openings of Solstice and The Curwen (see photos on page 3).

We have also kicked off the year trialling a new dental program (funded by the BHC Impact Fund), a welcome addition to the Home & Health program. This program provides a dedicated OneBridge community nurse to assist BHC residents in accessing free dental care and enhancing their dental literacy. We look forward to sharing more updates on the dental program in the future.

As the season changes, it brings with it cooler weather and, unfortunately, often more sickness. We encourage everyone to stay vigilant, look out for their neighbours, and ask for help if you

need it. Our friends, the OneBridge community nurses, have shared their tips for staying healthy and well this flu season (page 5).

This edition we also celebrate Volunteer Week and reflect on the meaningful impact volunteers have across our community. I am thrilled to see two BHC residents highlighted, Don and James, as they share their volunteering journeys this edition (pages 7 and 12). If you are interested in volunteering, finding ways to give back to your community, or even want to develop new skills, you can contact Anthony, BHC's RPEC (Resident Participation and Employment Coordinator) who is here to help.

Finally, as we continue through 2026, I encourage you all to take time to reflect on how your year has started. Has it been quiet and gentle, or busy and fast paced? As the season changes, I would ask you, are you ready for change too? Whether it's finding ways to slow down and look after yourself, kicking things up a notch and making the leap into volunteering, or even connecting with your new neighbour; change could be just what you're looking for this season.

Warm regards,
Rebecca Oelkers, CEO



BHC UPDATE

We are delighted to announce that BHC's Ethel Residences won the 2025 Urban Development Institute of Australia (UDIA) Queensland Award for Excellence in the Affordable Housing Category.

This award is a testament to the dedication of our team and the incredible collaboration with our partners who helped bring this vision to life. It also recognises the importance of providing high-quality, well-designed homes that support people to live with comfort, dignity and connection.



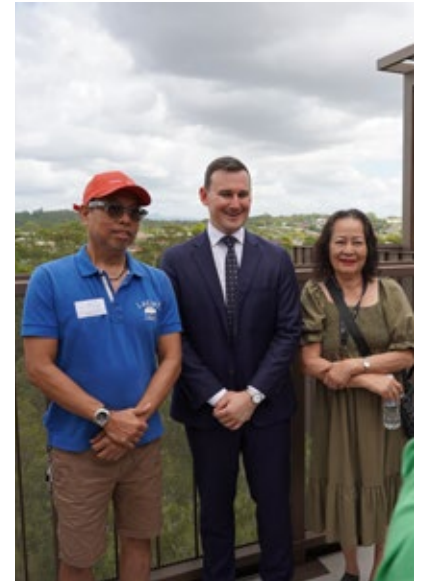
Community in action

Take a look at photos from recent events and activities in the BHC portfolio

Solstice official opening



The Curwen official opening



Resident morning tea in Chermside



Services at your door, Yeronga



RESIDENT VOICE

At BHC, we value resident feedback and want **YOUR** input to help us deliver the best housing we can. Resident Voice is your opportunity to connect with us and share your views on a number of different topics, such as tenancy, community or wider matters relevant to BHC.

We gather this feedback through multiple different pathways, such as online surveys, focus groups and place-based consultations. One instance where BHC has asked for resident feedback since our last update was the End of Year Resident Celebration, conducted through an online, anonymous survey. This input has been gratefully received and will help us to plan this year's celebrations. If opportunities to have **YOUR** say is something you might be interested in, please reach out at connect@bhcl.com.au!

To kick off 2026, Resident Voice has been checking in on our three new builds after three successful months since fully tenanting each building. With the addition of approximately 250 new residents, **Resident Voice has welcomed a number of new faces, reaching a total of 95 members!** As BHC continues to grow, we are determined to make the process of moving in as seamless as possible. Thanks to our residents at Arq, The Curwen and Solstice, we have received some helpful feedback so that we may continue to provide the best support to all BHC residents.

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, topics related to maintenance 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 combination of the above

Did You Know?

Your Client Services Hub

Our website is getting an upgrade!

We are working behind the scenes to make it easier to find information and stay connected. Stay tuned!

We want to make it as easy as possible for you to reach the right team when you need support. That's why we use a simple resident assistance phone system we call **The Hub** - all available through one easy number:

 **3307 3000**

The Hub is designed to help direct your call quickly so you can get the help you need without waiting on hold or being transferred between teams. Just dial the number and select from the menu options.

- ➔ If you would like to **speak to the Housing Management/ Tenancy team**, you simply have to **press 1, then press 2** and it will patch you through!
- ➔ If you would like to **report a maintenance issue** or speak to our repairs team, just **press 1, then press 1**.

FUN FACT: This same number also helps you after hours!

If you experience an urgent issue outside of business hours - such as an electrical or plumbing emergency - just call **3307 3000** and you'll be connected to the relevant service with one of BHC's trusted contractors.

Whether it's housing support, repairs, or questions about your tenancy, The Hub is the quickest way to reach us whenever you need assistance.

Staying well this flu season

As the cooler months approach, staying healthy becomes even more important. We asked OneBridge's Chief Operations Officer, Jamie, to share some simple, practical tips to help you protect yourself and those around you during the flu season.



BHC and OneBridge are here to help you stay well this flu season.

The flu (influenza) is a common virus that spreads easily from person to person, especially during the colder months. It can cause symptoms like fever, cough, sore throat, body aches, and extreme tiredness. For some people, the flu can become serious and lead to complications, which is why prevention is so important.

The best way to protect yourself is by getting a flu vaccine each year. The vaccine is safe, quick, and helps reduce your risk of getting sick or becoming very unwell. It also helps protect those around you, including family members, neighbours, and others in your community who may be more vulnerable.

There are also simple everyday steps you can take to reduce the spread of the flu:



Jamie, OneBridge



Get your flu shot every year – it's a simple and effective way to protect yourself and others



Cover your mouth and nose with your elbow or a tissue when coughing or sneezing



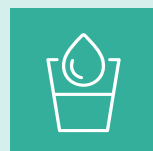
Wash your hands regularly with soap and water, or use hand sanitiser when washing isn't available



Stay home and rest if you are feeling unwell to avoid spreading illness to others



Clean frequently touched surfaces such as phones, door handles, and benches



Look after your health by **drinking plenty of water**, eating well, and getting enough rest

Get your **FREE Flu Vaccination**

All Queensland residents aged 6 months and over can access a free flu vaccine.

- ✓ Available until 30 September 2026
- ✓ Available at GPs, pharmacies, and community immunisation providers
- ✓ No Medicare card required
- ✓ Children aged 2 to 5 years can also access a free nasal spray flu vaccine (needle-free option).

Please note that some clinics may charge a consultation fee, so it's best to ask about any possible costs when booking your visit.

National Volunteer Week

18-24 MAY 2026

YOUR YEAR TO VOLUNTEER Week

National Volunteer Week (18-24 May) is Australia's largest annual celebration of volunteering. It is time to recognise and thank volunteers for their incredible contributions in strengthening our communities and to encourage more people to consider volunteering.

This year's theme, Your Year to Volunteer, celebrates the diverse contributions of volunteers and invites people across Australia to make 2026 a year of meaningful involvement - whatever that looks like for them.

Whether you can give a little time or a lot, volunteering can be a rewarding way to connect, learn new skills and have a positive impact.

If you've been thinking about volunteering but unsure where to start, here are some simple tips to help you take the first step:

Identify a cause you are passionate about

Think about the issues or causes that matter most to you – whether it's supporting young people, protecting the environment, helping animals, or giving back to your local community.

Consider your skills or interests

Volunteering doesn't always mean learning something new. Many organisations are looking for people who can offer skills they already have or simply have the willingness to help.

Be realistic about your availability

Decide how much time you can comfortably commit. Whether it be a few hours a week, or for a one-off event, being upfront helps organisations find the right opportunity for you.

Start small

If you are new to volunteering, short-term or one-off opportunities are a great way to get you started. They allow you to try volunteering, build your confidence and find out what you enjoy most.

Get support

If you'd like help connecting with volunteer opportunities or understanding what different roles involve, our Resident Participation and Employment Coordinator, Anthony, is here to help. Get in touch to get started.



e: anthony.c@bhcl.com.au
m: 0405 224 800

National Volunteer Week is your perfect time to explore how you can get involved and make a difference. This could be your year to volunteer.

Find a volunteering role: volunteeringqld.org.au

DON'S VOLUNTEERING STORY

Giving back where it matters most

For more than 15 years, Don has been quietly making a big difference in Brisbane hospitals - offering his time, compassion and a friendly smile to people when they need it most.

Don's volunteering journey began at the Royal Brisbane Hospital, before he found his long-term volunteering at The Prince Charles Hospital. Over the past 13 years, he has supported Mental Health services and spent 11 years as one of the Prince Charles Foundation's much-loved Charlie's Angels volunteers – local community members who support patients, carers and hospital staff.

Twice a week, Don volunteers in Triage, where he supports admissions staff by creating patient admission packs.

"Sometimes staff only need one of two forms, and the unused ones end up in recycling." Don explains "I sort through the unused forms and reuse them to make new packs"

This simple process helps reduce waste and allows staff to focus on patient care.

For Don, volunteering at The Prince Charles Hospital is deeply personal. After undergoing open heart surgery there, he knew he wanted to give back.

"I give up my time to help them, because they saved me," he says. "I was able to go through the public hospital system and have my operation for free. If I had to pay for it, I'd still be paying it off today."

Don also volunteers twice a month with the Heart Patient Support program, visiting patients recovering from open heart surgery.

"I can't give medical advice, but I can sit and talk with them – ask them how they are going, whether they have support at home, and share how I managed after surgery."

For anyone considering volunteering at a hospital, Don says support is always provided.

"No one is thrown into the deep end. You are partnered with an experienced volunteer who shows you the ropes. It's a really rewarding pastime. If you're willing to give your time and have a pleasant personality, you'd be a great asset."

This National Volunteer Week, Don's story is a powerful reminder of the impact one person can make by showing up, lending a hand and giving back to the community.

"It's a really rewarding pastime. If you're willing to give your time and have a pleasant personality, you'd be a great asset."

- Don



Read James' story on page 12

Thinking About Seasonal Work?

Seasonal jobs can be a great way to get your foot in the door, build confidence, meet new people, or simply try something new without a long-term commitment. Many local events and organisations hire large numbers of people with no prior experience required, making these roles perfect for anyone wanting flexible short-term work. Here are three well-known opportunities coming up in Brisbane this year, and where to find more.

Ekka - Royal Queensland Show

8-16 August 2026

The Ekka recruits hundreds of seasonal staff every year, and many of these roles - such as customer service attendants, gate scanners, ushers, food & beverage crew, and general event support - require no experience at all. In recent years, the event has offered 300+ paid roles and 1,000 volunteer spots, making it one of Queensland's biggest seasonal employers.

Recruitment timing: The official page advises applicants to check back in mid-2026 for job openings. Past seasons show that roles are often announced around late May.

Learn more: Scan QR code or visit www.ekka.com.au/get-involved/work-at-ekka



ABS Census

Census date: 11 August 2026

The Australian Bureau of Statistics hires over 30,000 temporary workers for the Census, and more than half of these roles require no experience at all.

Common entry-level roles include:

- General Field Officers - visiting households, delivering materials
- Mobile Field Representatives - travelling to assist teams
- Local Engagement Support Roles - helping community groups

These roles are flexible, short-term (from a few weeks up to six months) and available Australia-wide.

Recruitment - Open Now!

Entry-level jobs open progressively throughout 2026, and applicants can join the Census Talent Community to be notified.

Learn more: Scan QR code or visit www.livehire.com/talent/community/abscensus/careers/contact



Brisbane Festival

4-26 September 2026

Brisbane Festival hires a wide range of temporary team members each year to help bring the city's biggest arts celebration to life. Short term roles are available supporting the lead up to and delivery of the annual festival. Areas like administration support, front-of-house, and operational assistance appear each season and often don't require previous experience.

Recruitment timing: Brisbane Festival roles are advertised in February, March and June each year.

Learn more: Scan QR code or visit www.brisbanefestival.com.au/join-us/employment



Where else to find seasonal work

If you're keen to explore even more short-term or no-experience opportunities, here are useful places to start:

SEEK or Indeed - Seasonal & Event Jobs

Search terms like "casual event staff", "festival", or "seasonal work" to find roles across hospitality, events, retail, and tourism. www.seek.com.au au.indeed.com

Queensland Government Jobs

Includes temporary community event roles and council-supported initiatives. www.smartjobs.qld.gov.au

Local Councils (e.g. Brisbane City Council)

Often hire temporary staff for community programs, libraries, and events. www.brisbane.qld.gov.au

Volunteer Opportunities (great for experience!)

Volunteering Qld lists short-term volunteer roles, many of which lead to paid opportunities later. www.volunteeringqld.org.au

Reach out to our Resident Participation and Employment Coordinator, Anthony

e: anthony.c@bhcl.com.au
m: 0405 224 800

Assets Corner

Your trusted mix of helpful tips, friendly reminders, and ways to keep your home comfy and safe.



Pest Control & Prevention

We've seen an increase in pest activity lately, and our contractors have reminded us that the best results happen when we work together. BHC arranges annual pest treatments for every home, and you'll get an entry notice before your scheduled visit.

Before your treatment:

- Pick up loose items from the floor (clothes, toys, pet bedding).
- Clear benchtops and seal any open food.
- Move furniture a little away from skirting boards if you can.
- Give floors a quick sweep or mop beforehand.
- Avoid mopping for 5-7 days after so the treatment can do its job.
- Ventilate your home afterwards, keeping kids and pets away until surfaces are dry.

Between treatments:

Small, simple habits make a big difference

- Store food in sealed containers.
- Recycle excess cardboard promptly - cockroaches love hiding in it.
- Wipe surfaces and vacuum regularly.
- Check any second-hand furniture or electronics carefully - pests love to hitch a ride!



Residents With Pets

We love seeing furry family members bringing joy to our communities! Please remember to clean up after pets in all common and public areas so everyone can enjoy fresh, welcoming shared spaces. Always carry dog waste bags when walking your pet and dispose of waste in a sanitary manner, such as sealed bags placed in appropriate bins. Keep your home fresh and pets happy by ensuring their food areas, litter trays and bedding are well maintained.



Fire Safety

Keeping exits, walkways, and common areas clear saves lives. Please don't store personal items in these spaces.

A reminder that most BHC front doors are fire-rated - please don't drill, stick, screw, or chock them open, as it reduces their ability to protect you during an emergency.



Mould Prevention

As humidity rises and cooler months settle in, mould can sneak in quickly. Keep your home fresh by opening doors and windows to keep air circulating (especially when cooking or using the shower) and cleaning early signs of mould using mild detergent or a simple solution of 80% vinegar and 20% water.

What's on

Free or low cost events happening in Brisbane



National Volunteer Week: 18 - 24 May 2026

This year is a moment to thank those who already give up their time and to invite others to discover how volunteering can create connection, purpose and lasting positive change. Learn more about the benefits of volunteering on Page 6 of the Bugle or visit volunteeringqld.org.au/initiatives/national-volunteer-week.



National Reconciliation Week: 27 May to 3 June 2026

National Reconciliation Week (NRW) is a time for all Australians to learn about our shared histories, cultures, and achievements, and to explore how each of us can contribute to achieving reconciliation in Australia. This year's theme "All In" is a call for all Australians to commit wholeheartedly to reconciliation every single day.



Men's Health Week: 15 - 21 June 2026

Men's Health Week is a time to pause and reflect on the health changes facing men in our lives. If you are concerned by someone, trust your gut and ask "Are you OK?". Listen with an open mind and ask what you can do to help.

Learn more: www.menshealthweekevents.com



Warrajamba: 28 March - 15 November 2026, Museum of Brisbane, Brisbane City

Follow the mermaid in the bay. Dive into story, culture and hands-on creativity with the Museum of Brisbane's (MoB) latest artist in resident, Quandamooka artist, Delvene Cockatoo-Collins.

Find out what else is on at MoB: www.museumofbrisbane.com.au/whats-on



Kerbside Collection & Waste

Thank you to everyone doing the right thing with bulky waste! A quick reminder not to leave furniture or rubbish in bin rooms or on footpaths outside of council kerbside collection dates.

KERBSIDE COLLECTION DATES 2026

Kangaroo Point: Monday 20 April

Mount Gravatt: Monday 1 June

Stones Corner: Monday 18 May

West End: Monday 20 April

Woolloongabba: Monday 4 May

Yeerongpilly: Monday 27 April

Yeronga: Monday 27 April

Some suburbs aren't listed because their 2026 collection date has already passed, hasn't been scheduled yet, or they fall outside the Brisbane City Council area. Visit brisbane.qld.gov.au or scan QR code.



Scan to find
kerbside
collection for
your suburb



Congratulations Gerard!

We are proud to congratulate BHC resident Gerard on receiving a community award from the Queensland Police Service, recognising his support of the Aboriginal and Torres Strait Islander community and his contribution to community service projects in Brisbane. An achievement to be proud of.

Discounted Electrical Appliances for Residents

Residents are eligible for discounted electrical appliances through BHC's supply agreement with RT Edwards. This discount applies to a wide range of products, including kitchen and laundry appliances, air conditioners, hot water systems, fridges, microwaves, and washing machines.

To access the discount, residents simply need to provide their address as a BHC apartment when requesting a quote. Please note that some online specials may occasionally be priced lower than the discounted rate.

For quotations or enquiries for personal use, contact RT Edwards directly: Brenden Barker - call 0410 220 654 or email bbarker@rtedwardscommercial.com

QLD Community Housing Energy Upgrades (QCHEU) – Update for Residents

BHC is getting ready to apply for a new QLD Government program that helps make community housing more energy efficient. We'll be applying for upgrades that deliver the greatest overall benefit to our buildings and communities. Our focus will be on sustainable improvements in complexes with lower energy standards, particularly areas where the greatest energy efficiency and thermal comfort gains can be achieved.

Some residents have asked whether this program can be used to install air conditioners. Although air conditioning is an eligible item in specific hot and arid climate zones, BHC aims to maximise this funding opportunity to reduce energy costs and consumption for as many residents as possible. For this reason, BHC will not be applying for individual air conditioning installations under this program.

It's important to know that these are competitive grants. While we will be submitting applications, funding is not guaranteed. We'll keep you updated as soon as we learn more!

Service Spotlight

The Inala & Forest Lake Family Wellbeing Service, delivered by Kummara Association Inc, offers free support for Aboriginal and Torres Strait Islander families with children under 18.

This team understands that raising kids can be a lot, and sometimes a bit of extra support makes all the difference. They can sit down with you at home or somewhere you feel comfortable and help with things like day-to-day stress, school issues, behaviour concerns, budgeting, and can also connect families with other useful local services if needed.

Alongside one-on-one support, there are group activities such as parenting sessions, meet-ups for grandparents, and cultural events. These provide relaxed opportunities to share experiences and connect with others in the community. Ultimately, you will be in charge of what they work on and how they do it. They in turn will provide you with the support and expertise necessary to get you and your family to where you want to be.

How to Get Started

You can reach out yourself or be referred by a school, hospital, or another service. There's also an online referral form, and the team can help over the phone if you'd prefer.

Phone: (07) 3846 5654 or (07) 3128 0940

Address: 59–61 Lorikeet Street, Inala (next to Serviceton South State School)

Hours: Monday–Friday, 9am–5pm

Referral Form: qld-families-referrals.infoxchangeapps.net.au

More Info: www.kummara.org.au/inala-and-forest-lake-family-wellbeing-service

The space is easy to access, with parking available and room for prams and mobility needs. You're welcome to call or stop by during open hours.



JAMES' VOLUNTEERING STORY

“I never see problems, I see challenges. Challenges are how we grow.”

- James

Being there when it matters most

For James, volunteering is about being present when people are hurting or need someone to talk to.

A long-time chaplain, James currently volunteers across several settings - from homeless shelters to the nursing home where his wife lives following her dementia diagnosis, and even within his own building. Whether it's driving residents from the nursing home to attend church services, sitting quietly with someone who needs comfort, or offering encouragement, James is always ready to listen.

“Most people don't want advice,” James says. “They just want someone to talk to, someone they can trust.”

Trust is at the heart of everything he does. When people open up to James, they know their stories remain private. That sense of safety allows him to gently guide people towards support when needed, whether that's counselling, family services, addiction support groups or specialist care.

James' calm presence is shaped by a lifetime of service. Before retiring, he spent 40 years as a pilot, including time as a training captain and chaplain, supporting trainee pilots through demanding and high-pressure moments. Alongside this, he completed a Bachelor of Theology, a chaplaincy course, First Aid training and Mental Health First Aid - skills that he now uses every day as chaplain.

What motivates him most, is helping people during their most difficult moments.

“When people are hurting, that's when support is needed most,” he explains. “I never see problems, I see challenges. Challenges are how we grow.”

Today, James continues to quietly make a difference by being exactly what people need in that moment: a steady presence, a listening ear, and reassurance that they don't have to face things alone.

Read Don's story and learn more about volunteering on pages 6 & 7

CONTACT US

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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