



SHELTER

because housing matters

ANNUAL REPORT

2020 – 2021

A YEAR IN REVIEW

BECAUSE HOUSING MATTERS.



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DID YOU KNOW?

The first Shelter was formed in London in 1966 just weeks after a BBC television play, *Cathy Come Home*, presented homelessness as something which could happen to ordinary citizens. Public support for the new organisation was overwhelming.





President's Report

We dare to imagine a seemingly impossible future where homelessness is ended and all Queenslanders have access to a home they can afford.

Thirty-four years ago, the United Nations recognised 1987 as the International Year of Shelter for the Homeless. In the same year in Queensland, the foundations of Q Shelter were being laid.

Ross Wiseman and other founding members undertook advocacy and fund-raising, leading to the employment of a project worker in the late 1980's and the employment of the first coordinator in 1991.

2022 will mark 35 years since the origins of Q Shelter. Over this time, the organisation has represented an unwavering voice for the sector, providing training, resources, and supports to address the perennial challenges of housing and homelessness in this State.

A year of collaboration and exchange

2020 and 2021 have, once again, demonstrated the significant value of Q Shelter. New platforms of engagement and information-exchange in response to COVID-19 have allowed the sector and government to deliver place-based housing and health responses across the State. Q Shelter's core team and backbone infrastructure for the Service Integration Initiative have played an important part in supporting the sector's response.

The Management Committee would like to congratulate the Queensland State Government and the staff and members of Q Shelter for their outstanding response during the COVID-19 pandemic.

Moving forward together

On behalf of the Management Committee, I would like to acknowledge the outstanding leadership of Fiona Caniglia as Executive Director of Q Shelter, who, together with her entire team, have been exceptional in their work.

I would like to thank the Queensland Government for their continued support of Q Shelter, and specifically the Department of Communities, Housing and Digital Economy whose partnership with Q Shelter is enabling outstanding capacity gains across the State.

I would like to acknowledge the members of Q Shelter and all partners and participants who contribute so meaningfully to the complex challenges of housing and homelessness in Queensland.

Thank you to the innumerable founders, friends, and participants who have supported Q Shelter since 1987.

Shaping the future we want

Casting our minds to the next 35 years, we dare to imagine a seemingly impossible future where homelessness is ended and all Queenslanders have access to a home they can afford.

The challenge remains for Q Shelter and all participants in the housing continuum to continue to resource the very real problems of today while simultaneously moving upstream to intercept challenges before they happen - to shape the conditions that will make this seemingly impossible future a reality.

I invite you all to join with us to help shape the future.

Darren Mew.

President



Executive Director's Report

The housing and homelessness sector has met surging demand with focus and determination. The sector's input to the Queensland State Budget process has shaped more investment in housing supply and an integrated action plan.

In a year of unparalleled Q Shelter engagement, it is important to reflect on the results of our work as a housing and homelessness peak body.

Importantly, Q Shelter's State Budget Submission, developed in close consultation with the Sector, had impact and influence.

The State Budget delivered accelerated growth-funding across more regions, and a new Housing Investment Fund. The Queensland Housing and Homelessness Action Plan includes measures to support planning system reform and improve service and system integration. There is greater emphasis on including the voices of people experiencing homelessness and housing need. There are specific measures addressing the needs of young people, older women, and Aboriginal and Torres Strait Islander peoples. There is also important mention of working to address the skills and workforce development needs of the sector. Q Shelter's submission included these measures to reflect a multi-dimensional and holistic approach to supply, support, workforce development, and integration. Significantly, the Action Plan reflects many of our recommendations.

Many challenges persist as housing need is far greater than supply. The Sector reports unprecedented demand from a growing segment of the community. The scale of the

problem will only be addressed if we can work effectively to achieve a healthy housing system more broadly. This is why Q Shelter commenced work on the inaugural Queensland Housing Round Table, consisting of community housing providers, community sector and private sector peaks, Government agencies, and financial institutions. The Round Table has already identified strong convergence of opinion on the importance of a pipeline of supply and land, and the need for new financial models and partnerships. There is commitment to the essential role of planning system reform, and the need to address negative community sentiment about development, including social and affordable housing.

Q Shelter also helped form the Queensland Housing and Homelessness Peaks' Partnership, which aims to synergise our contributions, unite on key policy advancements, and work together to support the Sector.

We have reached 30 years of ongoing Government funding. Early on, this enabled work to identify and convene regional representatives to ensure our work was truly State-wide. Since then, the regional representatives group has strengthened, with greater participation across interest groups and geography. It is also inspiring to

see many regions now working to build or consolidate leadership groups focused on realising strategic opportunities and achieving collective impact. This, combined with four-years of funding for the Service Integration Initiative, creates significant regional capacity for decentralised solutions and innovation.

I extend my heartfelt thanks to the Q Shelter Team for an outstanding year. We benefit every day from having a skilled and committed management committee who have supported our work in countless ways.

Going forward, we will build broad alliances to achieve our vision and we will work with the Sector and broader community to identify and enable preventative solutions.

We celebrate the Sector for its persistence and look forward to serving your work in creative and meaningful ways.

Fiona Caniglia
Executive Director

1: SECTOR CAPACITY

220
EVENTS

+ learning products

↑ 4%

4379

ATTENDANCES
AT EVENTS

↑ 7%

92%

EVENT
SATISFACTION

↑ 5%

2: INFLUENCE



\$1.908
BILLION

Accelerated program
of housing growth
and additional
support programs

\$1 BILLION

HOUSING
INVESTMENT FUND

8

POLICY
THEMES

in Q Shelter budget submission
achieve one or more actions or
funded activities

6

FOUNDING
MEMBERS

of QLD Housing and Homelessness
Peaks' Partnership led by Q Shelter

3: GROWTH & AGILITY

REVENUE



**4 YEAR
FUNDING**

for Q Shelter & Service
Integration Initiative

- DCHDE Recurrent Grant - \$1,315,679
- DCHDE Non-Recurrent Grant - \$1,074,547
- Other - \$203,581

MEMBER SATISFACTION

84%

Satisfaction rate
- overall

↑ 2%

86%

Satisfaction rate
- member benefits

↑ 4%

COMMUNICATIONS

3416

FOLLOWERS
on Q Shelter social
media channels

2300

SUBSCRIBERS
to Q Shelter email
communications



SHELTER
because housing matters

STRATEGIC PLAN 2019/22

VISION

*Every Queensland
has a home*

PURPOSE

*To lead the sector in solutions that
address the housing and homelessness
needs of vulnerable Queenslanders.*

VALUES

ACCESS

EQUITY

PARTICIPATION

RIGHTS

DIVERSITY

INCLUSION

COLLABORATION

RECIPROCITY

RESPECT

AT Q SHELTER WE:

- **LEAD** by example and encourage the development of leaders
- **FOCUS** on quality, evidence, solutions, innovation and outcomes
- **FACILITATE** the involvement of people with a lived experience
- **WORK** in an agile way
- **CELEBRATE** the contribution and success of our team and others.

WE ACHIEVE RESULTS THROUGH:

- **SKILLED** staff and contractors
- **EXCELLENT** governance
- **DYNAMIC** networks, partnerships, and alliances with key stakeholders, expert friends, and members
- **A STRONG** organisational base and quality systems.

STRATEGIC PRIORITIES

1: SECTOR CAPACITY

We build sector capacity to deliver evidence-based solutions to housing and homelessness need.

2: INFLUENCE

We influence public policy and programs with the goal of achieving housing and homelessness solutions.

3: GROWTH & AGILITY

We invest in our organisation's strength and growth as a base for delivering products and services to the sector.

1 SECTOR CAPACITY

Learning and engagement

"This introduction to housing and homelessness was a good 'grassroots' level of knowledge sharing. It was easy listening to your expertise in this area."

Kim Schluter
The Breakfast Club, Redcliffe



220
EVENTS

+ learning products

↑ 4%

4379

ATTENDANCES
AT EVENTS

↑ 7%

92%

EVENT
SATISFACTION

↑ 5%

175 responses from 25 events rated good or very good.



WORKFORCE DEVELOPMENT Strategy in action

- The Workforce Development Leaders Group delivered the first Sector Induction Training for the housing and homelessness sector.
- Trauma-informed practice micro-training videos by Penny Gordon and Associates provided housing and support providers with an introduction to understanding and recognising trauma.
- Q Shelter created and delivered a series with Jenny Roughan on Understanding the Planning System to support professionals as they navigate planning as part of housing growth.
- Q Shelter developed a tenancy sustainment session to support practice across housing and support organisations.
- Q Shelter commenced working with CSIA to advance the case for a subsidy for community housing providers in accessing a Certificate 4 in Housing.
- Q Shelter created and delivered a training session on Building Community Support for Housing and Homelessness Solutions.
- Q Shelter developed a toolkit for Local Government which is being tested around Queensland.

NEIGHBOURLY

PEER LEADERSHIP TRAINING

Emerging voice for housing solutions

Q Shelter is supporting the emergence of a group of peer leaders with lived experience of housing need and homelessness. These sessions include active input to current policy matters and also structured training. The group has called itself Neighbourly, and is emerging as a voice for housing solutions and in support of more connected communities.

"I love meeting with the Neighbourly team. We're not only survivors, we are committed to helping future survivors escape the carnage to something better for us all."

Kate
Peer Leader, Neighbourly

"Being involved with Q Shelter and Neighbourly has enabled me to feel heard, helped me to feel a sense of belonging and purpose. Since joining the group I have reached out confidently to connect with others in the surrounding area and regularly attend workshops and am getting involved at a local community centre."

Jenny
Peer Leader, Neighbourly

WHAT'S NEXT?



- > Refining Tenancy Sustainment learning products
- > Local Government training products and events
- > Expanded Trauma-Informed Training Series

1 SECTOR CAPACITY

Learning and engagement

SESSION FEEDBACK

"It was valuable to have input from participants and really great to hear from people in regional Queensland."

"I liked the combination of visual and verbal presentation, and that it wasn't just a "lecture". Asking us to participate stimulates increased involvement."

448

INDIVIDUALS
REGISTERED
for the Q Shelter
Learning Exchange
since mid-March 2020

117

INDIVIDUALS
REGISTERED
for Feeling the Pulse
on housing growth

 **389** ENGAGEMENTS
AND VIEWS

of videos by private sector property managers
on tenancy law and domestic family violence

PRIVATE SECTOR PARTNERSHIP Keeping women safe in their homes

This year, Q Shelter in partnership with REIQ developed an online micro-learning series and also delivered the REIQ Property Management Online Masterclass. The content of these products focusses on what property managers can do about domestic and family violence. Q Shelter also produced a short video on COVID-19 emergency provisions as part of tenancy law and regulations. All of these resources are currently available to over 4,500 REIQ members and will soon be embedded into the units of competency for all REIQ students going forward.

WATCH THE DFV VIDEOS 



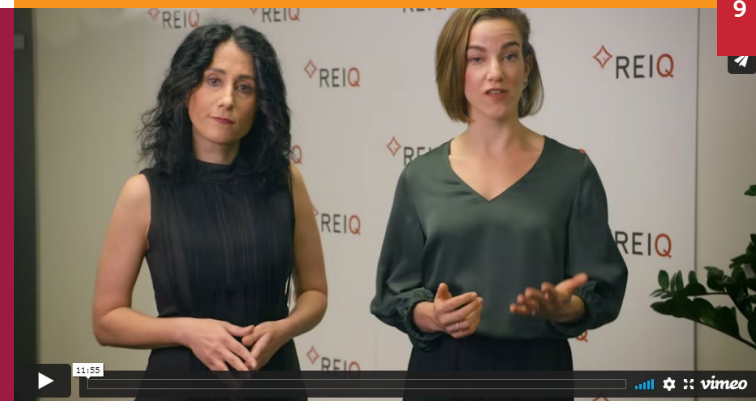
"The micro-learning series alerted me to maintenance items to look out for that may be indicators of domestic violence such as broken locks or doors, holes punched in walls, and lost keys. Since engaging with the videos, I have encountered two of the above indicators in a tenancy and was able to help a tenant who wasn't able to (or) too afraid to reach out."

Chelsea Anderson, Senior Property Manager, JLL Qld

Q SHELTER LEARNING EXCHANGE Valuable touchpoints for the sector

The Q Shelter Learning Exchange began during COVID-19 as a way to share knowledge, ideas, and solutions. With 448 people registered since March 2020, the Learning Exchange continues to strengthen engagement with the Sector including regional and remote organisations. A highlight during 2020-21 was hearing from Dr Angela Spinney who explored an AHURI report on redesigning the homelessness system in Queensland.

Q Shelter and CHIA Qld have partnered to deliver Feeling the Pulse on Housing Investment and Growth. This is a Learning Exchange for community housing providers with a focus on the growth of social and affordable housing.



WHAT'S NEXT?

- > Micro-learning videos to enhance property managers' responses to DFV
- > Expansion of the new Skills in Action Web-Series

1 SECTOR CAPACITY

Service Integration Initiative

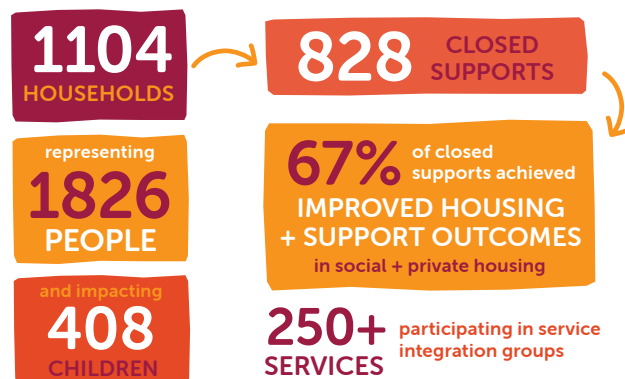
WATCH THE VIDEO 

"A systemic approach that will contribute to significant change."

Redlands Stakeholder

Enhancing an integrated, place-based response

- The Service Integration Initiative Pilot funded 10 coordination roles across nine regions together with a Backbone support role.
- Depending on the region, these roles supported existing networks and care coordination groups or helped to establish new groups.
- Care Coordination Facilitators worked closely with the Department of Communities, Housing and the Digital Economy to address regional needs.
- The Initiative played a key role in COVID 19 responses, including emergency responses assisting people to find and maintain suitable housing with support.
- The Initiative involves five organisations/agencies working together to measure collective impact.



The Service Integration Initiative is expanded

Over 1,100 households including 1,826 people were referred to Care Coordination Groups in the 12 months to June 2021.

With significant referrals and early indications of improved housing outcomes, the Initiative was funded in June for four years as an embedded part of the Queensland Housing and Homelessness Action Plan.

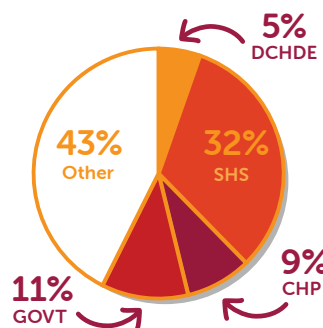
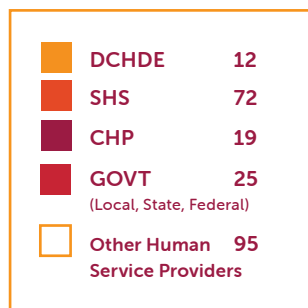
There is scope to expand the number of regions with a funded coordinator, and opportunities to enhance regional workforce development experiences.

"Landscape changer – we work well together."

Cairns Stakeholder

"The commitment shown from the Care Coordinator to achieve outcomes is great, and shows how hard they work to bring services to the table."

Brisbane Stakeholder



WHAT'S NEXT?



- > Encourage more participation in regional care coordination
- > Develop and deliver regional training plans
- > Help strengthen regional leadership groups

2 INFLUENCE

Impact on policy and investment

\$1.908 BILLION

Accelerated program of housing growth & additional supports



\$1 BILLION HOUSING INVESTMENT FUND

8

POLICY THEMES

in Q Shelter budget submission achieve one or more actions or funded activities



CLICK TO READ

6

FOUNDING MEMBERS

of QLD Housing and Homelessness Peaks' Partnership led by Q Shelter

Progress on housing older women

Q Shelter has provided developmental support to the Housing Older Women Movement, resulting in a submission to Government to boost housing supply and fund a specialist support service. The Housing Older Women Movement includes people with lived experience of housing need and homelessness, and their allies from business, community, and the human services sector.

The group is strongly engaged with Government in a process of designing future responses. Q Shelter has also encouraged direct engagement between the HOW M and community housing providers to help shape regionally specific growth-plans that address the needs of older women.



"Thank you for making it possible for me to attend the Regional Representatives and the CEO and Leaders' Forums...It was a fabulous opportunity to make some real and meaningful connections and raise the profile of the Housing Older Women Movement and the issues we've been working on."

Linda Hahn
HOW Movement

Leading the way on strategic policy

Q Shelter's 2020/2021 budget submission reflected extensive consultation with the sector and recommendations about increased housing supply, tenancy sustainment support, workforce development, system integration, and avenues to strengthen the voices of people with lived experience of housing need and homelessness. The State Budget and associated Housing and Homelessness Action Plan 2021-25 reflected many of Q Shelter's recommendations.

Q Shelter has led the formation of the Queensland Housing and Homelessness Peaks' Partnership and the Queensland Housing Round Table to synergise our efforts and engage more leaders from diverse sectors and backgrounds in solutions.



WHAT'S NEXT?



- > Land supply strategy
- > Planning system reform
- > Building community support for solutions

OUR RECOMMENDATION		BUDGET DELIVERS
Housing supply	Capital investment in 2020 dwellings per year for 20 years including housing for people with disability and Aboriginal and Torres Strait Islander households.	New \$1 billion Housing Investment fund to support the delivery of social and affordable housing (\$1.908 billion in social housing initiatives over four years) and Queensland Housing and Homelessness Growth Initiative funding capital and immediate responses such as repaired lease programs.
More support for sustained tenancies	Support for people in 2020 sustained tenancies in Queensland applying place-based and evidenced-based solutions.	Housing Action Plan (HAP) provides a commitment to engaging government and non-government providers. Specific measures to fund responses to domestic and family violence.
Improved planning system	Planning system supporting growth and diversity of housing including housing measures through City Deal.	HAP commits to investigating planning systems, such as inclusionary zoning. The Housing Action Plan provides other actions and identifies housing using state planning and economic development tools.
Reduced operating costs	Insurance rebates through CAT and consistent and effective rates concessions.	Community Housing Operating Model includes action to reduce operating costs in government-owned properties. HAP includes measures to engage local governments in housing and homelessness solutions.
Stronger sector	Collaboration of community housing assets and expertise to leverage growth.	Community Housing Operating Model supports growth activities through a new coordinated master agreement, target rates, greater collaboration and greater capacity for research and financial institutions enabling borrowing to fund growth.
Peer leadership & capacity	Building support and ongoing dialogue that involve and include peers in driving policy, program, and service delivery improvements.	Action Plan includes an action to co-design homelessness and housing service system and practice improvements with service users.
Workforce capacity & capability	Building support and ongoing dialogue that involve and include peers in driving policy, program, and service delivery improvements.	Action Plan includes action focused on equipping the workforce with skills, practice and tools needed to deliver responsive and effective responses.
Service integration	Building service integration groups at the front-line across 15 locations.	Action Plan commits to enhance the Coordinated Housing and Homelessness Response. Budget includes funding capacity for the C4H for four years.

2 INFLUENCE

Strategic Networks

WATCH THE VIDEO 

"A lot of people who are here have invested their entire life supporting Aboriginal and Torres Strait Islander housing or housing in general... to see those people all come together to have this conversation led by Q Shelter... it's pretty exciting."

Neil Willmetts
CEO, Aboriginal and Torres Strait Islander Housing Queensland

CEO AND SENIOR LEADERS FORUM

314

ATTENDEES

3

FORUMS

REGIONAL REPRESENTATIVES

15

REGIONS

2

SPECIALIST
NETWORKS

↑16%

21 DELEGATES

CEO AND SENIOR LEADERS' FORUM Engaging government and sector on policy and strategy

The sector remains agile and adaptive, with the November 2020 forum conducted solely online providing an opportunity to come together for an update from the Department of Communities, Housing and Digital Economy on Partnering for Growth and Partnering for Impact. There was also a showcase by Community Housing Providers and Specialist Homelessness Services from across Queensland on innovations in development, service delivery, and partnerships.

The June 2021 forum provided a welcomed face-to-face session with over 120 attendees. There was an in-depth briefing from the Department of Communities, Housing and Digital Economy following the \$2.9 billion announcement from the Queensland Government and a new Housing and Homelessness Action Plan.

REGIONAL REPRESENTATIVES 30 years of connection, action and opportunity

Q Shelter continues its 30-year history of working with place-based housing and homelessness networks across Queensland. The number of participants continues to increase with the inclusion of the South-West Region and the Housing Older Women Movement.

The Representatives spent time in dialogue with Minister Leeanne Enoch who acknowledged that housing is a fundamental frontline community service, particularly given the impacts of COVID-19.

There is structured discussion with General Managers and Regional Directors from the Department of Communities, Housing and Digital Economy. Issues are raised, solutions proposed, and dialogue takes place to support mutual understanding of opportunities going forward.



Trish Wooley, former Deputy Director-General, Hon. Leeanne Enoch MP, Minister for Housing and Communities, Digital Economy and the Arts, Fiona Caniglia, Executive Director, Q Shelter.

"I've felt very heard and supported over the past few days. Going back home, knowing we have you on our side, is such an encouragement".

Regional Representative

WHAT'S NEXT?



- > Regional networks and forum representatives to play a key role in driving the implementation of the Housing and Homelessness Action Plan 21-25

3 GROWTH & AGILITY

Growing our reach



3416

FOLLOWERS

on Q Shelter social media channels

42% 42%

Facebook

Twitter

16%

LinkedIn

COMMUNICATIONS SATISFACTION

90% ↑ 7%



2300

SUBSCRIBERS
to Q Shelter emails

26,000
VISITORS

to The Deck website

Membership at Q Shelter

Q Shelter conducts an annual member engagement survey covering four thematic areas to measure overall satisfaction as well as satisfaction with member benefits, events, and communications. In each area, satisfaction rates among members is strengthening.

Q Shelter has supported 625 member employees with a low-cost Employee Assistance Program and with the Deirdre Coghlan Bursary.

2020 recipients of the Deirdre Coghlan Bursary:

- Lesley Leece
on behalf of 3rd Space volunteers
- Lynette Piotrkowski
Jacaranda Housing
- Poppy Annear
Whitsunday Counselling and Support



MEMBER SATISFACTION



84%

Satisfaction rate
- overall

↑ 2%

86%

Satisfaction rate
- member benefits

↑ 4%

"Q Shelter is a significant advocate for the housing and homelessness sector in Queensland."

Q Shelter Member

"A brilliant resource for the homelessness sector."

Q Shelter Member

Communicating with our community

This year, Q Shelter welcomed a new Membership and Communications team of Indi Tansey and Helen Gearing. This new structure has allowed us to communicate in new and exciting ways as we grow our social following and newsletter subscribers. The Budget report card was a highlight as we brought the submissions from our Influence Team to life in response to the State Budget.

We also visited the regions to connect with and capture our sector at work and to document the contrasting issues and perspectives faced by Queensland's diverse regions. A photo image library of nearly 1,000 photos was captured from around Queensland involving Q Shelter members and stakeholders.



WHAT'S NEXT?



- > Implementing technology to improve the member experience
- > Dynamic and revamped Q Shelter brand and website + video storytelling

3 GROWTH & AGILITY

Strengthening Q Shelter

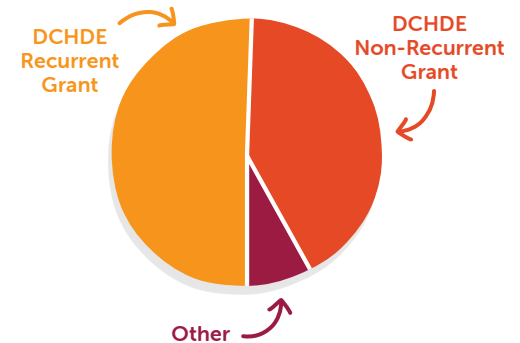


Impact Measurement Framework

Q Shelter is developing a Theory of Change and associated Impact Measurement Framework. This project involves a deep reflection on how Q Shelter's activities contribute to real and sustainable improvements in the lives of vulnerable Queenslanders. Complementing this work, Q Shelter commenced a review of its entire Information Technology landscape. A key objective of this review is to improve data collection and reporting. This will further enhance Q Shelter's impact measurement framework.

"Q Shelter wants to report on our impact in the community. Commencing this journey requires discipline, transparency and a willingness to improve. We are up for this challenge."

Fiona Caniglia
Q Shelter Executive Director



REVENUE SOURCE

	DCHDE Recurrent Grant
	\$1,315,679
	DCHDE Non-Recurrent Grant
	\$1,074,547
	Other
	\$203,581



4 YEAR FUNDING for Q Shelter and Service Integration Initiative

Annual budget
delivered with surplus

Future-fit technology
plan on track

Innovate Reconciliation
Action Plan in
development



Long-Term Funding

The Department of Communities, Housing and Digital Economy has committed to four-year funding agreements (2021-25) for both Q Shelter's core activities and the Service Integration Initiative (SII). These are the first four-year funding agreements in Q Shelter's history. The transition of the SII from a pilot project to recurrent initiative is a great endorsement of this work by so many services across Queensland. The longer-term commitment to a strong, sustainable, and independent housing and homelessness peak body supports innovation and helps advance projects and initiatives that benefit the Sector over time.

"Longer-term funding enables Q Shelter to commit to longer-term initiatives for greater impact, and to spend less time on low-value administration activities."

Michael Boylson
Q Shelter Chief Operating Officer



WHAT'S NEXT?



- > Implementing Impact Measurement Framework
- > Future-fit software upgrades
- > Enhanced data-capture and reporting
- > Improved services to the Sector

OUR MANAGEMENT COMMITTEE



Darren Mew
President

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Annemaree Callander
Vice-President

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Teresa Reed
Treasurer

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Natalie Rayment
General Member

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Toni Hamilton
General Member



Robert Perrier
General Member



Joanne Bowen
General Member

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Michael Trotter
General Member

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Sally Watson
General Member

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Peter Bell
General Member

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RETIRING IN 2021

OUR LEADERSHIP TEAM



Fiona Caniglia
Executive Director

 [CONNECT ON LINKEDIN](#)



Michael Boylson
Chief Operating Officer

 [CONNECT ON LINKEDIN](#)



Lee-Ann Dennis
Team Leader
Sector Capacity



Indi Tansey
Membership and
Communications Manager

 [CONNECT ON LINKEDIN](#)



Emma Greenhalgh
Manager
Strategic Projects

 [CONNECT ON LINKEDIN](#)



Stephen Hawkins
Backbone Support,
Service Integration

"If Q Shelter was a superpower, what would it be and why?"

- X-Ray vision
- Persistence
- A shield or forcefield

STAFF SURVEY RESPONSES

DID YOU KNOW?

Our multi-talented staff members include a travel writer, seamstress, poet, singer-songwriter, soccer coach, DIY home renovator, world cyclist, and Rottweiler Dad.

conversation starter



We thank the most frequent attendees at Q Shelter Events!

Patricia Goldfinch, General Manager, Mareeba Community Housing Company

Jessica Vidafar, General Manager, Access Community Housing Company

Marita Romano, Manager, Tableland Community Housing

Donna-Maree O'Connor, (previous) CEO, Access Community Housing Company

Adam Klaproth, Housing & Homelessness Manager, AnglicareCQ

Alexandra McColl, Executive Manager, Compass Housing

Lisa Evans, CEO, Inspire Youth and Family Services

Vikki Wilkes, Immediate Supported Accommodation Coordinator, Kingston East Neighbourhood Group Inc

Lizz Bott, CEO, Jacaranda Housing

Alison Cole, Manager, Youth Housing Project



With Gratitude

We would like to extend a heartfelt thank you to all members and stakeholders of Q Shelter, and acknowledge significant contributions made in 2020-21.

Key engagement structures

- The Asset Managers' Network
- The Workforce Leaders' Group
- Participants in Feeling the Pulse and the Q Shelter Learning Exchange
- The CEO and Senior Leaders' Forum

Queensland Housing and Homelessness Peaks' Partnership

- Aboriginal and Torres Strait Islander Housing Queensland
- CHIA Qld
- Queensland Youth Housing Coalition
- Council for Homeless Persons' Queensland
- CSIA

National Peaks

- National Shelter Council
- CHIA National
- Everybody's Home

Funding bodies

- The Department of Communities, Housing and the Digital Economy
- The Department of Justice and Attorney General
- Gambling Community Benefit Fund
- Brisbane City Council
- Mercy Foundation

The Deirdre Coghlan Bursary Panel

- Adrian Pisarski
- Gina Pearson

Local Government

- Brisbane City Council
- Cairns Regional Council
- Sunshine Coast Regional Council
- Local Government Association of Queensland

Partners

- Under 1 Roof
- Housing Older Women Movement
- Neighbourly
- The Office of the Registrar
- Zonta
- AHURI
- BDO
- McCullough Robertson Lawyers
- GZD
- BMI
- To our wonderful precinct partners, Bric Housing and Mission Australia.

Student placements

- The University of Queensland
- Griffith University
- QUT

We thank and farewell the contribution of past staff members

Maggie Shambrook

Scott McGregor

Bernie Turnbull

Cheryl Golinski

Hazel Malone

Debbie Knight

And departing Q Shelter management committee members

Hannah Scott

Peter Bell

Michael Trotter

And farewell the following regional delegates, and thank them for their contribution

Donna-Maree O'Connor
(Cairns – Access Community Housing)

Jennifer Emmett
(Whitsunday, Isaac, Mackay Region – Connect Housing)



Training partners

- Jenny Roughan (Rough Plan)
- Nathan Marriage (QuiHN)
- Real Estate Institute of Queensland (REIQ)
- Residential Tenancies Authority (RTA)
- Tenants' Queensland
- Vanessa Bennett (C Change Sustainable Solutions)
- Solute
- Board Matters
- Flourish Therapies
- Bob Dick

Consultants

- SPUR Consulting
- Keith Smailes
- Inclusive Economics Consulting
- Connect Creative

Service Integration Initiative Auspice organisations

- IFYS
- Encircle
- Gold Coast Homelessness Network
- All participants from regional groups
- The Department of Communities, Housing and the Digital Economy

Organising group of the Queensland Housing Round Table

- David Cant
- Mike Myers
- Julie Saunders
- Peta Winzar

Regional Representatives

- Jessica Vidafar (Cairns – Access Community Housing)
- Sally Watson (Cairns – SHAC)
- Ruth Stainbrook (Townsville – FEAT)
- Lara Manuel-Isaacs (Whitsunday, Isaac, Mackay Region – Kalyan Youth Service)
- India Durnsford (Whitsunday, Isaac, Mackay Region – Connect Housing)
- Adam Klaproth (Central Queensland – Anglicare CQ)
- Hannah Scott (Fraser Coast – RHL)
- Lucy Heywood (Sunshine Coast - Kyabra)
- Darce Foley (Sunshine Coast – You Turn)
- Liz Masterston (Moreton Bay – Kyabra)
- Bree Tukavkin (Bayside – Redland Community Centre)
- Elizabeth Parker (Brisbane – Communify)
- Lisa Evans (Brisbane – Inala Youth Service)
- Paul Tommasini (Ipswich - inCommunity)
- Jasmine Lind (Logan – Wesley Mission Queensland)
- Maria Leebeek (Gold Coast – Gold Coast Youth Service)
- Stuart Moar (Darling Downs - YellowBridge)
- Cathy Young (South West Region – Chinchilla Community Centre)
- Sandra Washington (South West Region – Charleville Neighbourhood Centre)
- Stephen Simpson – Council for Homeless Persons Queensland
- Linda Hahn – Housing Older Women Movement

Glossary

AHURI: Australian Housing and Urban Research Institute

CHP: Community Housing Provider

CSIA: Community Service Industry Alliance

DCHDE: Department of Communities, Housing and Digital Economy

DFV: Domestic and Family Violence

HOW M: Housing Older Women Movement

REIQ: Real Estate Institute of Queensland

SHS: Specialist Homelessness Service

SII: Service Integration Initiative



SHELTER

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