SHELTER

because housing matters

ANNUAL REPORT
2019/20

*Cover Art: Uncle Gerard Bargo,
Heartlands of Brisbane*

About Q Shelter

Q Shelter's vision is that every Queenslander has a home.

Our purpose is to lead the sector in solutions that address the housing and homelessness needs of vulnerable Queenslanders.

For over thirty years, Q Shelter has worked with members and stakeholders to improve housing and support outcomes aimed at reducing homelessness and sustaining tenancies.

Q Shelter provides products and services that build the strength and capacity of the housing and homelessness sector.

Q Shelter also works with diverse stakeholders including regional networks to improve policies and programs responsive to the needs of people who are homeless or at risk of homelessness.

SHELTER
because housing matters

STRATEGIC PLAN 2019/**22**

VISION
Every Queenslander has a home

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

VALUES

ACCESS	RIGHTS	COLLABORATION
EQUITY	DIVERSITY	RECIPROCITY
PARTICIPATION	INCLUSION	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:

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

STRATEGIC OUTCOMES

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

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

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

President's Report

Q Shelter's vision is both elegant and bold: that every Queenslander has a home. In our 28th year of incorporation, the importance of this vision and the role that Q Shelter plays has taken on a more urgent priority given the health and economic crisis resulting from COVID-19.

2020 has highlighted the critical importance of housing in people's lives. A safe, secure place to live continues to be a vital element in global collective efforts to not only eliminate COVID-19, and to provide dignity and safety for local communities.

We congratulate the Queensland Department of Housing and Public Works on their efforts to work collaboratively with the sector to address housing and homelessness in Queensland. In particular, we recognise the swift and efficient responses to ensuring support and housing for Queensland's most vulnerable rough sleepers as the full impacts of COVID-19 began to be realised in early 2020.

Q Shelter's focus as a housing and homelessness peak body has remained unwaveringly on achieving the policies, programs and investment that result in measurable growth in housing supply and support to sustain tenancies. Q Shelter continues to drive capability and capacity improvements across the sector to deliver sustainable investment for stronger organisations and a skilled workforce.

Against a backdrop of both global and local

disruption in 2020, Q Shelter has achieved an unprecedented level of engagement with more than 4,000 registrations across Q Shelter events. Significantly, our members have risen to the challenge, with the Deputy Director General from the Queensland Department of Housing and Public Works confirming at Q Shelter's CEO and Leaders' forum that over $75 million has been committed through the State's Partnering for Growth Initiative. This means more than 900 additional community housing dwellings across Queensland. The partnerships between the sector and the State, supported by Q Shelter, demonstrate not only the important role that Q Shelter plays but also the determination of the sector to grow.

As we look towards 2021 and beyond, we acknowledge the continuing unmet demand for social and affordable housing across Australia. Compounding the challenge, we face both the known expiry of 10,000 NRAS dwellings in Queensland through to 2024 and uncertain economic and employment conditions.

Investment into social and affordable housing is a reliable, geographically targeted and scalable economic stimulus strategy. We applaud the continuing efforts of the State and Federal Governments to work collaboratively with the sector to drive investment into Queensland, realising the dual outcome of housing for vulnerable Queenslanders and local jobs.

To our members, stakeholders and colleagues in Government, I would like to thank you for the tireless commitment you have demonstrated to the housing and homelessness sector in 2020. We appreciate the ongoing enthusiasm and effort you have shown toward your engagement with Q Shelter.

On behalf of the full Management Committee at Q Shelter, we acknowledge the skillful leadership of Fiona Caniglia as Executive Director Q Shelter, and more fully recognise the outstanding contributions of the leadership team and staff. We are incredibly proud of the tenacity and resilience of the team during 2020, who have individually and collectively demonstrated leadership in action.

It has been my pleasure to lead the skilful, passionate and progressive Management Committee and I am thankful for the opportunity to have served as President in 2020.

DARREN MEW
President

> Investment into social and affordable housing is a reliable, geographically targeted and scalable economic stimulus strategy. We applaud the continuing efforts of the State and Federal Governments to work collaboratively with the sector to drive investment into Queensland."

Treasurer's Report

Q Shelter finished the financial year in a strong position with an $875,806 profit delivering an increase in total retained members' funds to $1,449,042. The large increase in profit and retained members' funds is due to a change in Australian Accounting Standards. The change requires Q Shelter to account for most of its grant funding income, at the time of receipt, including when it is received early for activities planned in subsequent financial years. Previously Q Shelter applied the income to the year in which the grant funds were to be expensed.

Approximately $841,000 of the 2020 profit is grant funds received early, which will be expensed against activities in 2020/21.

Q Shelter's major funding partner continues to be the Queensland Department of Housing and Public Works, with the Department responsible for over 90% of funding in 2019/20. The year saw the successful delivery of the second instalment of the three-year core funding agreement, together with the first three months of the Service Integration Initiative. Q Shelter continued to play a vital role in supporting the implementation of Queensland Government growth and sector reform initiatives.

Q Shelter generated $231,279 in revenue from sources other than the Queensland Department of Housing and Public Works, representing 8.3% of total income. This is a slight drop from $254,174 in 2018/19.

Q Shelter implemented improvements to its internal budget process, its expense management process and its Management Committee financial reporting in this year, enhancing clarity and ease of oversight.
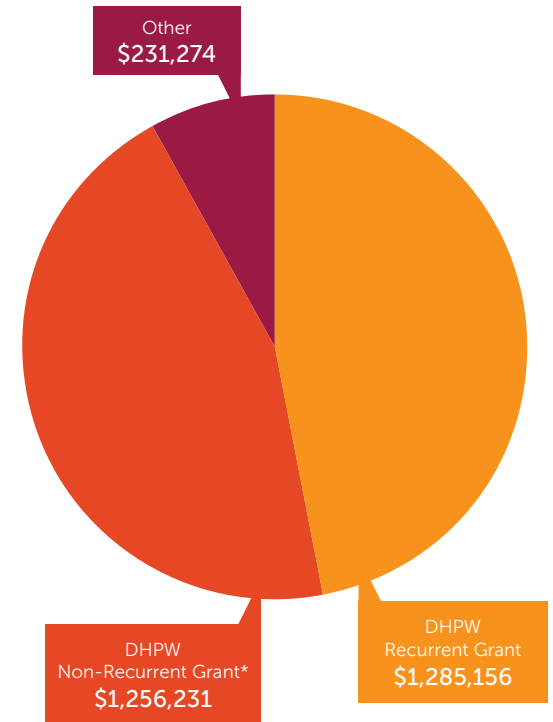
The solid financial position has helped Q Shelter maintain all its key operations during the volatility created by COVID-19 this year. Q Shelter continues to grow its membership base, expand membership offers and diversify its products and services for the sector. Our budget strategy continues to be aligned with the Strategic Plan outcomes: sector capacity; influence; and organisational growth and agility.

I look forward to continuing to work with the Management Committee and staff to further embed system improvements and strengthen our future and the future of the sector through the successful implementation of our Strategic Plan.

My sincere thanks to the leadership and finance teams who delivered a strong financial result amid a challenging social and economic phenomenon.

TERESA REED
Treasurer

Revenue Source

Other
$231,274

DHPW
Non-Recurrent Grant*
$1,256,231

DHPW
Recurrent Grant
$1,285,156

*Service Integration Initiative and Dignity First Food Security Project

> The solid financial position has helped Q Shelter maintain all key operations during the volatility created by COVID this year."

Executive Director's Report

I take heart from our shared commitment as a sector to ending homelessness. In 2019-20 Q Shelter has delivered a variety of services and products aimed at building sector capacity to achieve real solutions for real people. Q Shelter has also focussed this year on helping to shape the COVID-19 response while supporting progress on reforms that are part of Partnering for Growth and Partnering for Impact. I hear feedback that greater flexibility around key policy and program settings is supporting individualised responses to people. For organisations, less red-tape, streamlined reporting and longer funding agreements all help to ensure the focus on people and positive outcomes is optimal. There is still progress to be made and we continue to engage with Government to create opportunities for the sector to shape reforms and understand milestones as they emerge.

The Q Shelter COVID-19 Learning Exchange helped us embrace ways of coming together frequently to exchange knowledge, ideas and solutions. It proved that sometimes events can be a lighter touch yet responsive and timely. We go forward offering monthly Learning Exchanges to facilitate continued learning, drawing on our combined capabilities, experiences and diversity. The Learning Exchanges during the acute stages of COVID-19 attracted 224 participants from over 120 agencies which shows the value of responsive events using technology to overcome distance.

Other highlights from the year include products on tenancy sustainment, peer leadership and building community support for social and affordable housing. We think these are all timely in shaping a future where our sector is working in an integrated way on agreed solutions and where people with lived experience are supported to have meaningful input to policy and programs.

COVID-19 drew us all together with the kind of focus that comes from a shared challenge or threat. It will be a lost opportunity if we don't sustain this focus as we move forward. While there is diversity of approaches and regions, it helps to agree on the central assumptions and models that give us the best chance of enduring success. Q Shelter will continue to play its part in drawing us together across agencies and sectors to find convergence and therefore the capacity to advance solutions. I have said before we need to sustain a sense of urgency about solutions and work to address any barrier in the way. The pandemic was a common threat. We need to find that urgency without this type of catalyst knowing that people experiencing homelessness and the risk of homelessness are vulnerable to illness and premature mortality because they lack a stable home with support.

We commend the Queensland Department of Housing and Public Works for investing in regional service integration mechanisms. The timing was very fortunate as existing and emerging care coordination groups added capacity to regionalised COVID-19 rapid responses. It is vital that these mechanisms continue and that more regions are supported to have front-line, multiagency teams focussed on integrated solutions. We extend our appreciation to key leaders in the Queensland Department of Housing and Public Works for their trust in Q Shelter and for the level of high quality engagement that has helped shape reforms and also navigate the challenging year that we have all had.

Q Shelter has worked at the State and National levels to propose investment in capital funding for growth in social and affordable housing. There is an opportunity to see significant community and economic benefits from economic stimulus measures that also deliver housing outcomes. I know the community housing provider sector is poised to play a substantial role in these opportunities and we will continue to work with the Queensland sector and our counterparts around the country to advance these types of opportunities for the benefit of many.

I close by thanking the Q Shelter team which has grown this year to a team of 16 FTE, which is inclusive of students and trainees. We are fortunate to have a strong leadership team striving for improvements that help us deliver services and products to the sector in a streamlined, effective way. Because of the focussed commitment of our team Q Shelter delivered over 200 events with over 4,000 registrations this last year which is unprecedented in our history.

I also want to thank the Management Committee for their time, commitment and support. They are a vital source of guidance and we benefit from the diversity of their skills and experiences as we chart the future. I particularly want to acknowledge Darren Mew for his time, knowledge and commitment to Q Shelter. It has been a productive year underpinned by his leadership to ensure the strength and effectiveness of the Management Committee.

FIONA CANIGLIA
Executive Director

" I look forward to 2021 and all we can achieve together"

Sector Capacity

Q Shelter plays a major role in building sector capacity to deliver evidence-based solutions to housing need and homelessness.

Service Integration Initiative

The Queensland Department of Housing and Public Works contracted Q Shelter to lead a twelve-month Service Integration Initiative (SII).

Q Shelter provides state-wide support to nine priority locations to strengthen existing networks, place based service integration, and care coordination structures in support of vulnerable people.

State-wide support is provided through a **Backbone Support role** and **Regional Care Coordination Facilitators** (Facilitators).

Backbone Support role

Aligned with *Collective Impact* principles, the Backbone Support role is responsible for:

- facilitating the creation of a **shared vision, guiding principles, as well as tools and resources** to support the design, enhancement and implementation of care coordination groups

- developing a **workforce capability building plan**, and capturing identified workforce development needs

- designing and implementing an **Action Research framework** to test the outcomes and impact gained through the initiative.

Regional Care Coordination Facilitators

Facilitators are responsible for:

- sector engagement and relationship management in **forming placed-based alliances**

- **strengthening new and existing care coordination groups** through the development, implementation, and facilitation of evidenced-based systems and processes

- contributing to the **Workforce Development Plan** and **Action Research study**.

The SII operates across:

- Cairns
- Townsville
- Mackay
- Sunshine Coast
- Moreton Bay

- Brisbane
- Redland
- Logan
- Gold Coast

Q Shelter would like to thank the following sector partners in delivering the SII at the local level:

- The Queensland Department of Housing and Public Works – Townsville
- Integrated Family and Youth Services – Sunshine Coast
- Encircle – Moreton Bay
- Redland Community Centre – Redland
- Gold Coast Homelessness Network – Gold Coast

Q Shelter has Facilitators in the following regions:

Cairns, Mackay, Brisbane (x2) and Logan

Cairns

Townsville

Mackay

Sunshine Coast

Brisbane

Moreton Bay

Redlands

Gold Coast

Logan
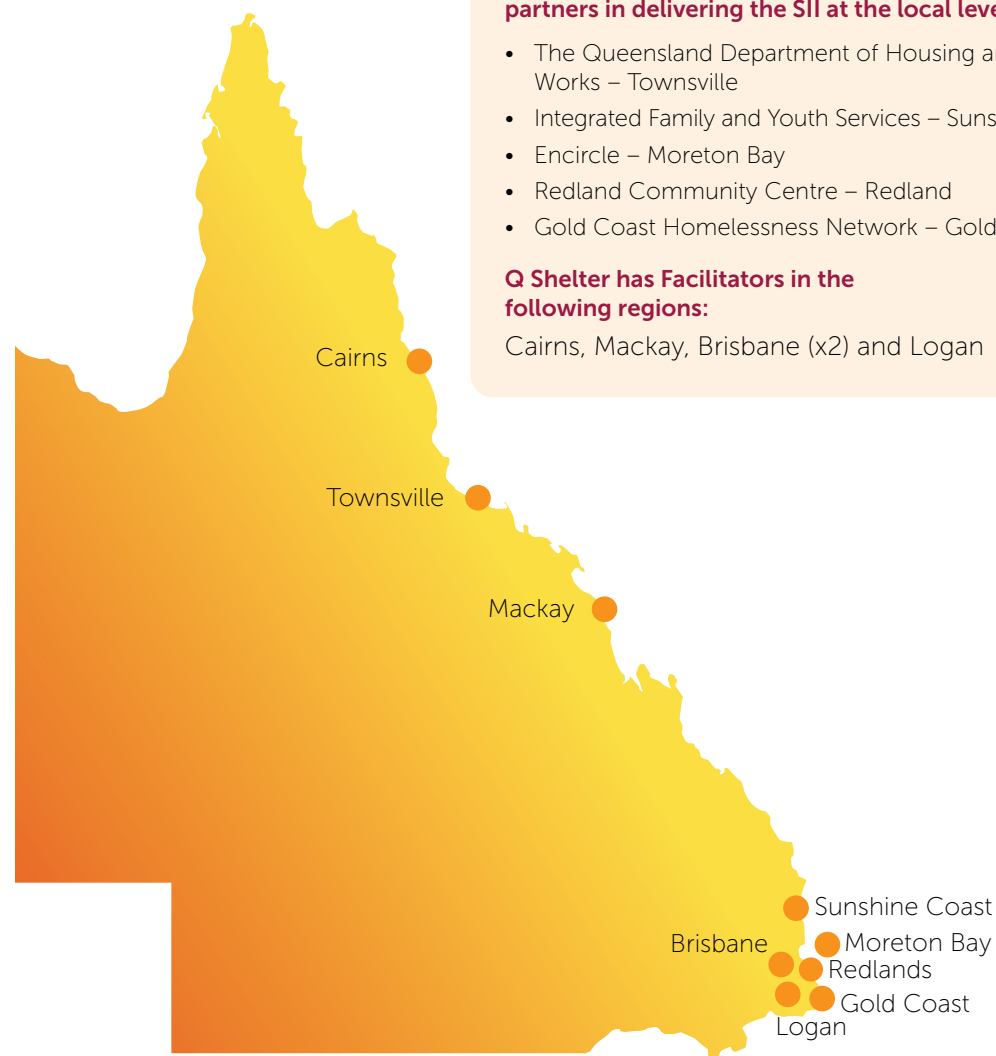
Progress

Facilitators

COVID-19

The outbreak of COVID-19 presented the SII team with an immediate opportunity to establish constructive working relationships with the Queensland Department of Housing and Public Works, place-based response teams, and the broader service system.

Facilitators took a leading role in supporting rough sleepers and those residing in shared living environment to access temporary accommodation. They were central to the development of agile care coordination responses that identified lead agencies for this and other vulnerable regional population groups across the state.

Facilitators also leveraged technology and remote engagement to work with the sector in reviewing, refining, and testing strengthened frameworks and processes.

Alliances

To ensure that place-based need is being met, facilitators have strategically formed place-based alliances. These alliances are pools of multi-disciplinary services committed to the care coordination process.

Facilitators are now supporting 12 care coordination groups involving over 270 service providers across 11 distinct service domains.

Workforce Capability

In contributing to the SII workforce development plan, facilitators have embedded a workforce capability building lens into regional discussions, whilst workshopping the co-design of regional action plans aimed at strengthening the structure of the sector.

Backbone Support

Initially focused on providing on-boarding support to facilitators as they joined the SII team, the Backbone Support Role has:

- developed SII architecture including a Governance Framework, Service Delivery Framework, Action Research Framework, as well as a Communication and Engagement Plan

- developed tools and resources including standardised case study templates, digital platforms supporting enhanced sector engagement, event planning, as well as evaluation and client management

- provided direct support to each region including workshop planning, content development, facilitation, and evaluation

Next Steps

The SII will continue to embed effective, sustainable care coordination processes across the state that improves the outcomes for vulnerable community members in the following ways:

- support a highly collaborative and committed service system through the integration of service responses that matches place-based need

- drive place-based continuous improvement and reporting frameworks that can inform future service and systemic responses

- support the continued transition away from outputs by focusing on outcomes and sustainability

- create an environment where development opportunities can be captured and actioned

- engage with regions beyond the current scope of the initiative in supporting the development of care coordination processes

◀ *SII Facilitator, Vicki Ford (left) was at the launch of the Emergency Department Accommodation Response, which was a co-joint project between the Emergency Department Social Workers, Red Cross and the Department of Housing and Public Works Place-Based Response Team. The project focussed on an after-hours accommodation option for people, particularly women or women with children who presented to ED and had no discharge accommodation options.*

Progress

Care coordination

12
Care Coordination groups formed

Care coordination across nine priority locations

220
Care Coordination meetings held

Care coordination, working, reference or governance meetings

Service Integration

286
Service Providers

Stakeholders from across service system involved in care coordination

83
Specialist Homelessness Services

Specialist Homeless Services (SHS) involved in care coordination

26
Community Housing Providers

Community Housing Providers (CHP) involved in care coordination

12
Sector Partner Meetings

Regional 'auspice' organisations involved in care coordination

Client involvement and outcomes

645
Clients Involved in Care Coordination

Clients supported through care coordination

374
Housing Outcomes

Clients achieving sustainable/ stable housing outcomes

Client involvement and outcomes

30
Capability Building Events

Workforce development events hosted by care coordinator/ backbone support

Timeline

May – June 2019	August 2019	October - November 2019	December 2019	January - May 2020	March - June 2020	May - December 2020
State-wide 'Partnering' workshops delivered	Queensland Government commitment to service integration	State-wide 'Integrated Service Delivery' workshops delivered	Place-Based Response Teams (PBRT) established	Regional Care Coordination Facilitation and Backbone Support positions established	Regional 'Discovery' phase	Regional testing, implementation and embedding
Theme: Dedicated Care Coordination position	Nine locations identified	Auspice organisations and host agency identified:	DHPW introduced PBRTs into each location	Roles introduced into each location	Sector engagement, process review and development, formation of placed-based alliances groups	Process testing, implementation and embedding. Clients supported and achieving sustainable outcomes

Under 1 Roof

Under 1 Roof

Under 1 Roof works as one united and coordinated service system towards ending homelessness in Brisbane.

Under 1 Roof helped to pioneer care coordination meetings in response to homelessness in March 2010, thank to support from the Rotary Club of Fortitude Valley.

Under 1 Roof is a consortium of homelessness, housing and community agencies based in Brisbane's inner city and offering a range of services city-wide. The agencies in the consortium include:

- 3rd Space
- Australian Red Cross
- Bric Housing
- Brisbane Housing Company
- Brisbane Youth Service
- Churches of Christ Care
- Communify
- Footprints
- Mission Australia
- Queensland Injectors Health Network (QuIHN)
- The Rotary Club of Fortitude Valley (founder)

This year, support for Under 1 Roof has been strengthened through the appointment of two Regional Care-Coordination Facilitators as part of the Service Integration Initiative.

These facilitators provide place-based support to Under 1 Roof, with a specific focus on enhancing person-centred care coordination for people with multiple needs that are, or at risk of homelessness. Further, the facilitators enhance engagement, collaboration and capability building opportunities in creating a more integrated and coordinated service response mechanism. Aligned with the evaluation process, the role also ensures that high quality qualitative and quantitative data is captured.

The Under 1 Roof Board meets regularly and over the last year has provided strategic input to the future of service delivery systems in the Brisbane Local Government Area. They provide the vital support and leadership to front-line staff in each agency who work to ensure the success of care coordination.

116

UNDER 1 ROOF ASSISTED A TOTAL OF 116 PEOPLE DURING 2019-2020.

89

TOTAL NUMBER OF ADULTS

27

NUMBER OF CHILDREN

Of these, **21 referrals remained ongoing** at June 2020

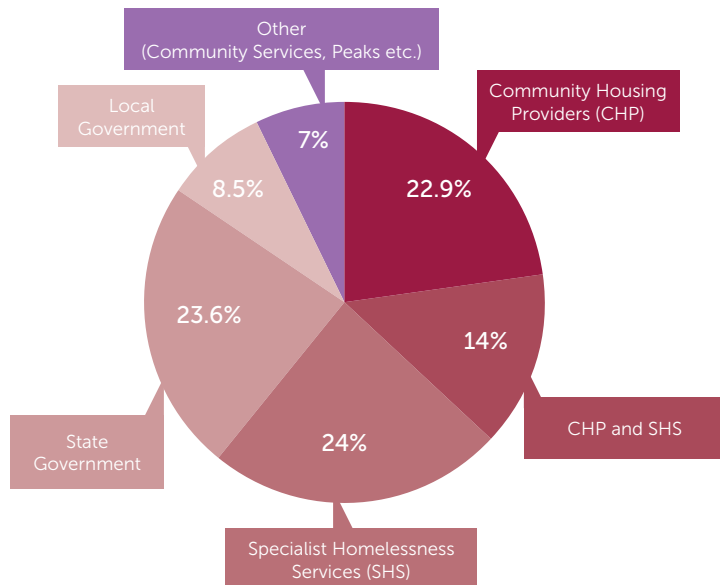Of **68 referrals** for adults finalised, **74% achieved a housing outcome**.

Engagement

Q Shelter's engagement with Queensland's housing and homelessness sector has never been stronger, with 4,100 registrations across 212 events.

Highlights include:

- development of regional reports about Partnering for Growth and Partnering for Impact workshops to help shape the new Community Housing Operating Model and Specialist Homelessness Sector service agreements

- nine regional workshops and reports to launch the Service Integration Initiative.

Learning Exchange Attendance

- Other (Community Services, Peaks etc.) 7%
- Community Housing Providers (CHP) 22.9%
- CHP and SHS 14%
- Specialist Homelessness Services (SHS) 24%
- State Government 23.6%
- Local Government 8.5%

COVID-19 Learning Exchange

COVID-19 has been a catalyst for enhancing digital engagement with the sector. This change has enabled Q Shelter to improve engagement with remote and regional Queensland, and will positively shape how we engage with the sector into the future.
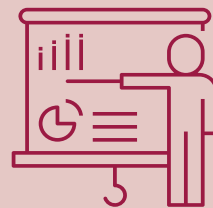
14 Regional
COVID-19 Learning Exchange sessions, helping to facilitate local discussion and an exchange of information and ideas

14 State-wide
COVID-19 Learning Exchange sessions

226 people registered

124 agencies represented

A detailed report with key recommendations published

You can download a copy of this Learning Exchange report from **Q Shelter's website**.

Other COVID-19 resources and updates can also be found on **The Deck**.

Regional Networks and Representatives

Q Shelter has a long history of working with place-based housing and homelessness networks across Queensland. These networks share information, identify common needs and gaps in housing and homelessness service provision, and work to influence positive changes.

Q Shelter convenes a Regional Representatives meeting twice each year to:

- provide information and resources to regional networks
- gather input to shape Q Shelter's capacity building program
- foster two-way communication on key issues, opportunities and needs that enable Q Shelter to act as an effective voice for the sector.

Regional Representatives meet with the Queensland Department of Housing and Public Works to have dialogue about mutual interests and about how to make quality improvements to policy, programs and service delivery.

Q Shelter acknowledges the contributions of several representatives who retired from these positions this year due to change of roles. We thank them for their enormous contribution to highlighting the needs and opportunities of their region.

- Jennifer Emmett (Mackay, Whitsunday, and Isaac)
- Cim Rogers (Sunshine Coast)
- Sally Noble (Sunshine Coast)
- Robyn Giddings (Gold Coast)
- Charlene Keller (Toowoomba)
- Yolanda Van Diggelen (Brisbane Bayside)

There are currently 17 delegates representing the following regions:

Cairns	Donna-Maree O'Connor
Townsville	Ruth Stainbrook
Mackay, Whitsunday and Isaac	India Durnsford Lara Manuel-Isaacs
Rockhampton, Gladstone and Central Qld	Adam Klaproth
Bundaberg and Wide Bay	Simone Corey
Sunshine Coast	Lucy Heywood D'arce Foley
Moreton Bay	Rose Butler
Brisbane	Elizabeth Parker
Brisbane Bayside*	
Brisbane South	Lisa Evans
Gold Coast	Maria Leebeek
Logan	Jasmine Lind
Ipswich	Paul Tommisini
Toowoomba	Stuart Moar
Council to Homeless Persons Queensland	Alison Cole

* Position vacant as of Nov 2020

Specialist Network – CEO and Senior Leaders' Network Forum

The CEO and Senior Leaders' Network Forum provides Queensland's housing and homelessness sector with a representative voice to engage with government on policy and strategic issues.

November 2019

Q Shelter was delighted to welcome Mick Gooda, the Inaugural First Nations Housing Advisor to the Queensland Government, as keynote speaker. Mr Gooda spoke on the development of the Aboriginal and Torres Strait Islander Housing Action Plan, ensuring place-based responses, and engaging Aboriginal and Torres Strait Islander people on solutions to housing.

Q Shelter also convened a panel to explore the policy settings required to support the growth of social and affordable housing and address the needs of homeless and vulnerably housed people for support and other types of assistance.

Panellists included:

- Julie Saunders - Associate Director, Knight Frank and Chair SEQ Housing Supply Expert Panel

- Rebecca Oelkers - CEO, BHC Creating Liveable Communities

- Dushy Thangiah - CEO, Yumba Meta Housing

- Brendan Coates - Household Finances Program Director, The Grattan Institute

- Annemaree Callander, CEO Brisbane Youth Service

The Queensland Department of Housing and Public Works also updated attendees on progress towards Partnering for Growth and Partnering for Impact.

July 2020

This forum was held online to provide a COVID-safe space for over 100 participants.

This event saw Queensland's housing and homelessness sector come together and review responses to COVID-19, as well as the role of social and affordable housing as economic stimulus.

Dr Tim Williams from Arup provided an engaging keynote address on the possibilities of a housing-led economic recovery, followed by a diverse panel of state and federal speakers who outlined their vision for propelling the housing and homelessness sector beyond COVID-19.

Panellists included:

• Andrew Elvin – CEO Coast2Bay Housing

• Anna Cox - Urban Development Institute of Australia (UDIA Queensland)

• Wendy Hayhurst – CEO Community Housing Industry Association (CHIA)

• Nathan Dal Bon – National Housing Finance and Investment Corporation (NHFIC)

• Karyn Walsh, CEO Micah Projects

Trish Woolley, Deputy Director General Queensland Department of Housing and Public Works, also provided a progress snapshot of the Queensland Housing Strategy and an update on responses to COVID-19 and progress on Partnering for Growth and Partnering for Impact.

Specialist Network – Housing Older Women

Since December 2019, Q Shelter has supported the Housing Older Women (HOW) Movement, which brings together women who have experienced housing insecurity and vulnerability to identify challenges and solutions to their specific needs.

The goal of the **HOW Movement** is *"To be a public voice that ensures Queensland women have safe, secure and affordable housing in their older years and a catalyst for innovation in affordable housing design"*

This movement of over 110 people has seen the formation of working groups e.g. focused on:

• innovative housing, finance, and management models

• the development of a 'home at last' support service model based on the successful Housing For The Aged Action Group Victoria service

These meetings are open to all and more information about the HOW movement **can be found here**.

Specialist Network – Asset Managers

This year saw Q Shelter re-convene the Asset Managers Network - a bi-monthly network providing a forum for exchange of best practice and up-to-date information on strategic, technical and operational issues.

This network is vital for community housing providers in ensuring the management of their assets is contemporary, responsive, and meet regulatory requirements.

This year, the network highlighted the focus of providers in looking toward achieving growth and to leverage new opportunities and investment through existing assets.

Roma and South West Queensland Region Housing and Homelessness Workshop

Q Shelter helped facilitate a two-day workshop in Roma with the Queensland Department of Housing and Public Works to engage with community housing providers, specialist homelessness services, and other organisations in the region.

The workshop provided an orientation to recently announced department initiatives, and participants used the opportunity to develop actions and priorities for the region.

Brisbane Open House

In October 2019, Q Shelter opened its office to the public through Brisbane Open House. This annual event provides residents and visitors the opportunity to discover buildings and places around Brisbane city.

Q Shelter's office is located in the historic Lady Bowen Complex, which was constructed in 1889 as the second purpose built lying-in hospital in Brisbane. The lying in hospital provided health care and support to pregnant women who would otherwise not receive medical care during pregnancy or at childbirth.

Q Shelter was delighted to welcome two visitors who were born in the Lady Bowen Lying-in Hospital in the late 1930's, descendants of people born at the lying-in hospital, the granddaughter of the builder, John Quinn, and interested members of the local Spring Hill community.

As part of the Brisbane Open House program, Q Shelter also held a Brisbane Open House After Dark discussion event on 'Design and Affordability' on how to address the issue of delivering affordable housing.

Workforce Development

Q Shelter's workforce development aim is to support a Queensland housing and homelessness workforce that is agile, skilled and supported to achieve high quality results for people, organisations and regions.

Significant progress has been made this year in developing an annual program of training and engagement that reflects sector need and is guided by a collaborative approach to workforce development.

SHELTERLive

Engage | Learn | Celebrate

SHELTERLive Engage

Exchange of ideas and expertise

SHELTERLive Learn

Workforce development

SHELTERLive Celebrate

Bringing people together

Q Shelter Live

This year, Q Shelter launched Q Shelter Live - an annual program of events themed by learning, engagement, and celebration.

On launch, the program featured over 120 events and workshops, and included topics such as:

- Asset Managers Network meetings
- Understanding the Queensland planning system and building community support for affordable housing
- Housing, Homelessness and the NDIS webinars
- Q Shelter Learning Exchanges exploring challenges and opportunities around COVID-19

Q Shelter Live is a dynamic program of events featuring new learning and engagement activities in response to emerging sector needs.

Q Shelter was also proud to develop a range of new products and training opportunities in response to sector needs this year, including:

- understanding trauma and adopting trauma informed practice with Penny Gordon & Associates
- updated tools and resources on responding to domestic and family violence (DFV), including micro-learning products focused on understanding DFV, the bystander approach, and referral pathways for providers
- peer leadership engagement with organisations working with persons who have a lived experience of housing insecurity
- governance training
- sector induction – a new training product providing an overview of the specialist homelessness system, social housing system, and private housing system assistance
- understanding changes to Accounting Standards webinar
- housing, homelessness and the NDIS webinar series
- building community support for social housing and homelessness solutions
- tenancy sustainment training

Workforce Development Leaders' Action Group and Strategy

In 2019, Q Shelter convened a Workforce Development Leaders' Action Group, which represented a range of regional and metro-based stakeholders from the housing and homelessness sector as well as not-for-profit and government stakeholders.

Q Shelter worked with this group to develop and adopt a Workforce Development Strategy, which outlined goals, themes, topics, delivery methods, stakeholders and drivers for the roll out of learning and education to the sector. This strategy helped guide Q Shelter's offering of learning products and training this year, and ensured the organisation was responsive to sector needs.
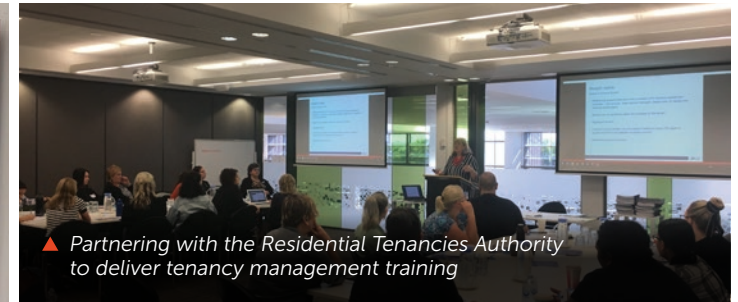
Learning Events and Products

Despite the challenges of delivering engagement and training during COVID-19, Q Shelter continued to offer learning opportunities to a record number of stakeholders and organisations across the state.

Q Shelter adapted to the challenges of COVID-19 by embracing digital platforms to provide learning and engagement opportunities to the sector

Service Integration Initiative

SHELTERLive
Engage | Learn | Celebrate

LEARNING AND ENGAGEMENT EVENTS		212
REGISTRATION AND ATTENDANCES		4,103
EVENTS RATED GOOD OR VERY GOOD		87%

The Action Group also helped shape the development of **Sector Induction Learning training**. This training provides an overview of the **specialist homelessness system**, **social housing system**, **private housing system assistance**, and orientation to **trauma informed practice**.

▲ Housing, Homelessness, and the NDIS Webinar - March 2020

▲ Partnering with the Residential Tenancies Authority to deliver tenancy management training

▲ Under 1 Roof hosted a meeting at Q Shelter's headquarters with local Federal Member, Trevor Evans MP, and the Hon. Luke Howarth MP - Assistant Minister for Community Housing, Homelessness and Community Services.

▲ Engaging with the sector at our bi-annual Senior Leaders' Network Forum (November 2019)

▲ Women in Leadership Training

The Deck

Q Shelter launched The Deck during Homelessness Week 2019.

The Deck is a clearing house featuring the latest research, resources, and events for Queensland's housing and homelessness sector.
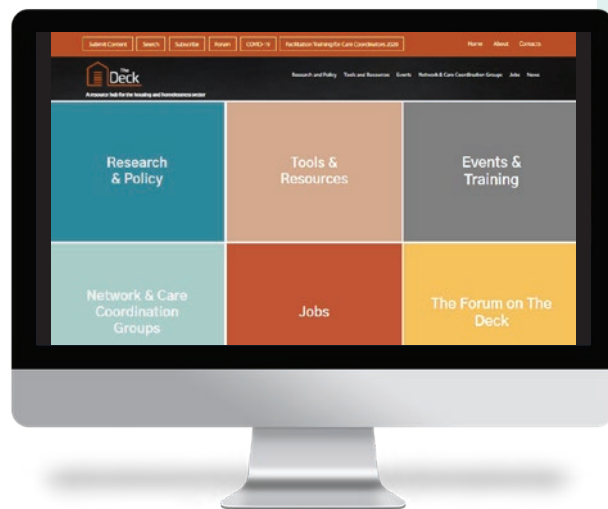
The Deck is:

- **A place** to share best-practice information, resources, research, tools and events

- **A hub** for collaboration between Queensland's housing, homelessness and community sectors

- **A community** working towards better outcomes for those experiencing homelessness or housing insecurity

Key Stats

Between August 2019 and June 2020:

12,311 users visited *The Deck*

78,819 pages were viewed on *The Deck*

What's next?

Q Shelter is working with regional networks and the Service Integration Initiative to make The Deck a collaborative, accessible space for the housing and homelessness sector.

Q Shelter has collaborated with a range of stakeholders to also develop new enhancements to The Deck, including interactive forums and dedicated pages for regional networks.

Q Shelter is also working on new partnerships to deliver timely links to research that is contemporary and relevant.

Domestic and Family Violence Projects

Domestic and Family Violence Toolkit for Private Real Estate

In 2018, Q Shelter worked with the private rental sector and industry experts to develop a Domestic and Family Violence (DFV) Toolkit for the private real estate industry. This toolkit has been eagerly adopted by the industry and actively supported by the Real Estate Institute of Queensland (REIQ).

In 2019 Q Shelter received additional funding through the Queensland Department of Child Safety, Youth and Women to develop a training package with the REIQ to continue our work in promoting and distributing this toolkit across the state to the private rental industry.

Training and promotion sessions were aimed at helping property management professionals better recognise and respond to domestic and family violence. Through online and in-person engagement, Q Shelter delivered this important message to more than 800 stakeholders across the property management industry.

December 2019

Q Shelter delivered face-to-face training for Coronis Property Managers, which featured approximately 60 participants.

▲ *John McSpedden (REIQ) and Hannah Clifford (Q Shelter) at an REIQ Property Manager's Breakfast in Brisbane*

March 2020

Q Shelter was proud to participate in REIQ's annual conference, *Summit 2020*. Q Shelter was invited to host a stall as an exhibitor and promoted the toolkit to the 543 attendees at this event. Q Shelter also delivered a presentation on how this toolkit could be adopted and accessed by the industry to approximately 80 attendees.

May 2020

Q Shelter delivered online training through *pmXcite* – an online space for property managers to upskill, exchange ideas, and gain exposure to innovation in the industry. Q Shelter presented this live online training to 245 participants.

Domestic and Family Prevention Month 2020

As part of Domestic and Family Violence Prevention Month 2020, Q Shelter produced a learning suite, "Developing the Housing and Homelessness Workforce Response to Domestic and Family Violence". These micro-learning videos and online tools aim to strengthen the practice of workers in the housing and homelessness sector around issues of DFV, with specific focus on:

- increasing understanding of domestic and family violence
- better understanding their role in responding to DFV
- building confidence in responding to people impacted by DFV
- better understanding referral pathways for information and support

These videos and tools were shared widely in the housing and homelessness and DFV sectors and viewed more than 150 times in the six weeks following launch
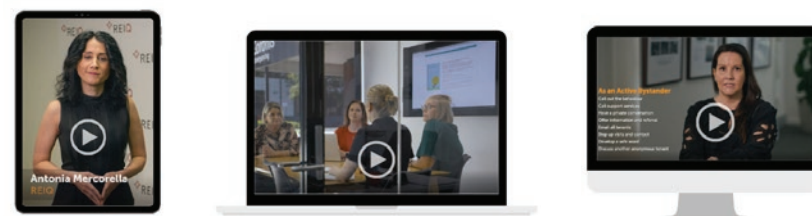
▲ *Behind the scenes with Digital Black recording our series of micro-learning videos.*

Influence

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

- the development of policy positions and provision of advice and feedback on program and service delivery improvements

- participation in national strategic networks, including CHIA National and National Shelter

- research partnerships to support policy and program improvements

These activities aimed to influence public policy through Queensland local and state election position statements, as well as responding to opportunities to highlight improvements to the housing and homelessness service system through submissions.

Influence

COVID-19

In March 2020, Q Shelter synergised its engagement and influence by representing the needs of housing and homelessness services during the outbreak of COVID-19. Q Shelter established comprehensive feedback mechanisms through video and teleconference engagement with the sector, and was able to summarise and communicate the urgency of rapid funding and place-based responses to the Queensland State Government.

Key issues included changed service delivery due to risk of infection, how to keep staff and tenants safe, access to personal protective equipment, and concern for the health and wellbeing of those sleeping rough.

Q Shelter's influence in this space was informed by sector engagement, with the Queensland State Government announcing key support for vulnerable Queenslanders during a Q Shelter COVID-19 Learning Exchange event:

- **$25 million - Housing and Homelessness support**
  Support for the sector and vulnerable Queenslanders - particularly those who are homeless or at risk of homelessness due to COVID-19

- **$5.5 million - Domestic and Family Violence support**
  Support services for the vulnerable, including providing accommodation during the pandemic

- **$20 million - Rental grant scheme**
  Provided one-off payment of up to four weeks rent (max $2,000) available to those affected by COVID-19*

Q Shelter also participated in a COVID-19 Housing Security Sub-Committee of the Ministerial Housing Advisory Council to inform rental reforms to support the sustainability of tenancies during the pandemic.

Responding to housing need and homelessness in Queensland

2020-2021 Budget Priority Statement

Housing supply
Capital investment in 3000 dwellings per year for 20 years

Enhanced support for sustained tenancies
Support for up to 20,000 vulnerable households in Queensland applying place-based and evidence-led solutions

Stronger sector
Optimal use of community housing assets and equity to leverage growth

Service integration
Ongoing service integration groups at the front-line across 15 locations

Improved planning system
Planning reforms supporting growth and diversity of housing including housing measures through City Deals

Peer leadership and capacity
Training, support and ongoing structures that include and involve peers in driving policy, program and service delivery improvements

Reduced operating costs
Insurance solutions through QGIF and consistent and effective rates concessions

Workforce capacity and capability
Genuine investment in skill development to deliver high quality services with proven results.

Policy Statements and Submissions

Q Shelter's submissions and platforms aim to influence public policy, programs, and funding decisions. These documents reflect Q Shelter's endorsed policy positions, extensive engagement with the sector, and evidence-based solutions.

Q Shelter thanks all members and sector stakeholders for their contribution to these submissions.

Queensland Pre-Budget Submission

Q Shelter published a comprehensive **pre-budget submission** that outlined recommendations for substantial policy and program reform activities in Queensland.

These recommendations are based on Q Shelter's existing endorsed policy positions as well as feedback from extensive sector engagement.

This submission acknowledges that responses to housing and homelessness involve varied elements.

Reforms to the Queensland planning system were also recommended to support housing growth and diversity, and to create a planning system that enables affordable housing.

2020 Local Government Election

This year, Q Shelter published '**Housing solutions for local communities**' - a policy statement aimed at influencing the 2020 Queensland local government elections.

Local governments shape our cities and towns and play a critical role in addressing housing needs by providing solutions to more affordable housing and homelessness.

The statement highlighted the place-based strengths of local government, and outlined recommendations on housing and homelessness strategies and actions.

House of Representatives Standing Committee on Social Policy and Legal Affairs on homelessness in Australia

Q Shelter's submission was prepared at the same time that COVID-19 was creating a growing sense of urgency in ensuring people were well-housed and supported to reduce health risks.

As such, Q Shelter's submission was timely in its call for:

- a nationally coordinated strategy to address housing need and homelessness
- investment in housing supply and growth
- investment in evidence-based support programs
- a service system designed to deliver integrated assistance through a tenancy sustainment framework

Housing Affordability Framework SEQ City Deal

Q Shelter were invited to submit a framework to the South East Queensland Council of Mayors on how the SEQ City Deal could address housing affordability in the region.

City Deals are a new approach for all levels of government to work together to plan and deliver transformative outcomes for Australian cities, with focus on economic growth, jobs and housing, reduced travel times, and improved environmental outcomes.

Q Shelter's framework called for housing affordability to be a central element in all City Deals, and outlined a range of measures that could be adopted to achieve an increase in social and affordable housing; including institutional investment, land supply, and planning reform.

Renting in Queensland

Q Shelter's submission on renting in Queensland acknowledged the critical role that rental housing, particularly private rental, plays in the Queensland housing landscape.

Q Shelter was broadly supportive of proposed tenancy reforms:

- ending tenancies fairly
- minimum housing standards
- improved protections for tenants experiencing domestic and family violence
- minor modifications
- renting with pets

Q Shelter provided analysis on why these recommended options would improve rental security and offer better quality accommodation for tenants in the rental market.

Making Rent Fair in Queensland

Q Shelter's support for reforms to Queensland's tenancy laws led to its membership of the Make Rent Fair in Queensland (MRFQ) Alliance in 2019.

MRFQ is a group of state peak bodies and organisations who support progressive reform of Queensland's tenancy laws.

Q Shelter has supported MRFQ in its calls for better renting laws and also joined calls for an eviction moratorium for tenants impacted by COVID-19.

Campaign Update: Everybodys Home

The Everybody's Home Campaign launched in early 2018, with a focus on building a grassroots movement to fix Australia's broken housing system.

Q Shelter is proud to support Everybody's Home, and has promoted the campaign through:

- developing and sharing media releases calling for more social housing and a plan to end homelessness
- media appearances promoting campaign reports
- encouraging Queensland stakeholders to sign up as campaign supporters
- promoting campaign projects such as the Rental Affordability Index and reforms to Queensland's tenancy laws

This year, Everybody's Home has ramped up calls for investment in social housing to stimulate the economy and provide a safety net to Australians at risk of homelessness.

Click here to sign up as a supporter of Everybody's Home and receive campaign emails.

Because housing matters

Working with state and national peaks

Driving national solutions to housing need and homelessness

The challenges of housing insecurity and homelessness go beyond state borders.

That's why Q Shelter increased its focus on developing state and national partnerships to:

- strengthen the voice of the Queensland housing and homelessness sector in state-wide and national discussions
- ensure that the sectors capacity is strengthened to take full advantage of policy and funding mechanisms

Q Shelter thanks industry allies and peak bodies for their collaborative efforts to improve the lives of vulnerable Australians; particularly in the context of COVID-19 challenges to service delivery and government budgets.

Community Housing Industry Association (CHIA)

Q Shelter worked closely with CHIA this year, particularly through co-funding an economic analysis that explored the role of social housing investment in economic recovery responding to the impacts of COVID-19.

Q Shelter joined CHIA, National Shelter, and a range of housing organisations and peak bodies to promote SHARP, which calls for an investment in 30,000 social housing units over a four-year period and accelerated maintenance and renovation of existing social housing.

The SHARP proposal is focused on the role of community housing providers in developing and managing housing options.

You can find the SHARP proposal **here**.

You can also find the 'Economic Impact of Social Housing' research **here**.

National Shelter

Q Shelter participates on the National Shelter Council working on a range of policy initiatives across jurisdictions. National Shelter was part of the SHARP Proposal and brings state-based

Shelter organisations together to collaborate, share information, and combine our efforts to achieve a nationally coordinated approach to address housing need.

State Peak Bodies

Q Shelter has worked collaboratively to develop and participate in the Partnering Steering Group aimed at achieving strategic coordination of peak body projects relating to Partnering for Impact and Partnering for Growth. Q Shelter has also commenced convening state level peaks active in responding to housing needs and homelessness in an ongoing dialogue about synergy and shared strategic goals.

Research Partnerships

Q Shelter continues to support research partnerships with academic institutions that provide strategic policy value to the sector in understanding housing need and support, as well as evidence-based solutions.

ARC Linkage Project

Q Shelter is contributing to the ARC Linkage project 'Waithood: the experience of being on the social housing waitlist'.

This three-year project is anticipated to make a major contribution to our understanding of what motivates people to apply for social housing and how being on the wait list shapes and impacts on applicants lives, leading to enhanced outcomes for applicants.

UNSW City Future Research

Q Shelter is contributing to the UNSW City Future research proposal on examining rapid policy changes in response to the COVID-19 pandemic and recession.

The project will document and examine housing and homelessness policy in Australia during the pandemic and produce internationally informed knowledge about housing and homelessness policy innovations in a period of radical change. It will also identify policy options for 'building back better' in the post-pandemic phase. The project will report in May 2021.

## The Constellation Project

Q Shelter is an active participant of The Constellation Project's 'More Homes' pillar, which aims to address the chronic shortage of housing for people on very low to moderate incomes.

The Constellation Project utilises a social lab approach and provides an opportunity for cross sector collaboration with a vision to end homelessness.

Q Shelter was involved in two projects; 'Queensland Intimate Partner Violence' as a network champion, and 'Mandatory Inclusionary Zoning' as project participant.

The Queensland Intimate Partner Violence project is focused on delivering safe, stable and affordable housing options for women surviving intimate partner violence.

The Mandatory Inclusionary Zoning project is focused on removing barriers that make it difficult to implement inclusionary zoning across Australia.
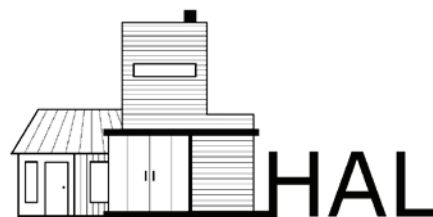
The Housing Action Lab

Q Shelter has worked with Business Models Inc to investigate a Housing Action Lab for Queensland focussed on innovative responses to housing supply and investment. BMI has already secured partners such as Wiley and Co, Urbis, BHCL, BlueCHP and Parks and Leisure Australia.

The Housing Action Lab process has drawn on the successes of Evergreen in Canada who have used Action Lab processes to accelerate innovative ideas responding to housing needs and homelessness.

Q Shelter will be working with BMI over the next year to advance this process and promote opportunities for participation to a range of stakeholders.

Media

Q Shelter was featured in a range of publications this financial year, with calls for better outcomes for vulnerable Queenslanders, as well as responses to regional coverage on housing insecurity.

Media Releases

- September 2019: Launch of The Deck housing and homelessness hub
- September 2019: Response to Sunshine Coast homelessness
- November 2019: Rental Affordability Index
- March 2020: Funding needed to protect homeless from COVID-19 risk
- March 2020: Growing calls for candidates to respond to housing and homelessness crisis this Local Government Election.
- June 2020: "Build to Rent" key to long-term housing affordability in Brisbane

Find more media statements on **Q Shelter's website**.

Organisational Growth and Agility

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

Q Shelter's focus on organisational growth and agility this year aimed to strengthen its capacity in delivering products and services to the sector.

Q Shelter also expanded its internal infrastructure to meet the needs of an expanded team and work plan through the commencement of the Service Integration Initiative. The on-boarding of this team saw Q Shelter grow from ten to sixteen FTE, and this new team required rapid access to digital engagement tools as COVID-19 highlighted the urgent need for service integration and place-based responses.

The challenges of COVID-19 saw Q Shelter expand its overall capacity and capability to deliver digital engagement through video conferencing facilities.

Q Shelter also adopted a new digital event platform, Cvent, to enhance the experience of people accessing Q Shelter products and events.

Membership

Q Shelter was formed over thirty years ago as a member-based organisation. This membership base continues to underpin Q Shelter's representative voice to government. This year, that voice was more important than ever as Q Shelter represented the views of members and the sector to government on critical issues such as:

- rapid funding and policy responses to COVID-19

- reforms to service delivery through Partnering for Impact and Partnering for Growth

- the establishment of the Service Integration Initiative, which is providing better outcomes for vulnerable people by strengthening place-based service integration

- a range of policy positions and submissions informed by members and aimed at strengthening the housing and homelessness service system

Q Shelter thanks its members for their ongoing support and engagement.

Employee Assistance Program

Q Shelter provides a subsidised Employee Assistance Program (EAP) for organisational members; covering 550 staff members from 29 organisations across the state.

This service is an invaluable benefit for members given the challenges the housing and homelessness sector face each and every day.

On average, member organisations utilised these EAP services 20% more than other not-for-profits, and over 50% more than other industries.* *Benestar Data – April 2019 to May 2020*

Each member organisation saves on average $4,500 by participating in Q Shelter's EAP program, which reduces their overheads and offers employee incentives for retention and attraction of skills in the workplace.

With 29 organisations participating in the program, total savings to the sector has reached approximately $130,000.

Membership Survey

In 2020, Q Shelter issued a survey of its members to find out what the organisation does well, what it could do better, and what changes members would like to see in the future.

- Q Shelter received a **40.5%** response rate to this survey

- the majority of respondents were organisational members

Survey Results

- Q Shelter received an overall satisfaction rate of **82%**

- **82%** of respondents had attended at least one Q Shelter event over the past year, with **36%** having attended three events or more

- the majority of respondents highlighted the need for continued training on various topics, including managing complexity and asset management

- respondents highlighted the value of online engagement with Q Shelter during the COVID-19 pandemic

82%
OVERALL SATISFACTION RATE

82%
ATTENDED AT LEAST ONE Q SHELTER EVENT OVER THE PAST YEAR

40.5%
RESPONSE RATE

AGM / End of Year Celebration 2019

Q Shelter celebrated the end of the year with leaders from across Queensland's housing and homelessness sector.

Q Shelter thanked outgoing President, Jenny Clark, who led the Management Committee throughout 2018 and 2019. In addition to her role on the Management Committee, Jenny helped facilitate discussions on important policy reform, provided support for major Q Shelter events, and conceptualised the Twilight Chat series; which saw the sector engage industry allies in valuable discussions on various topics.

Q Shelter also thanked and acknowledged the contribution from long-standing team member, Esther Dabinett.

▲ *Q Shelter's newly elected President, Darren Mew, addressing attendees at 2019's Annual General Meeting*

▲ *Q Shelter's Executive Director, Fiona Caniglia*

▲ *Our thanks to outgoing Q Shelter President, Jenny Clark*

Deirdre Coghlan Bursary

In 2016, one of Q Shelter's founders and sole life members, Deirdre Coghlan, sadly passed away. In honour of her memory, Q Shelter established this bursary to help those in the housing and homelessness sector to gain access to professional development they otherwise might miss out on.

Q Shelter has distributed $15,000 in bursary payments since 2017.

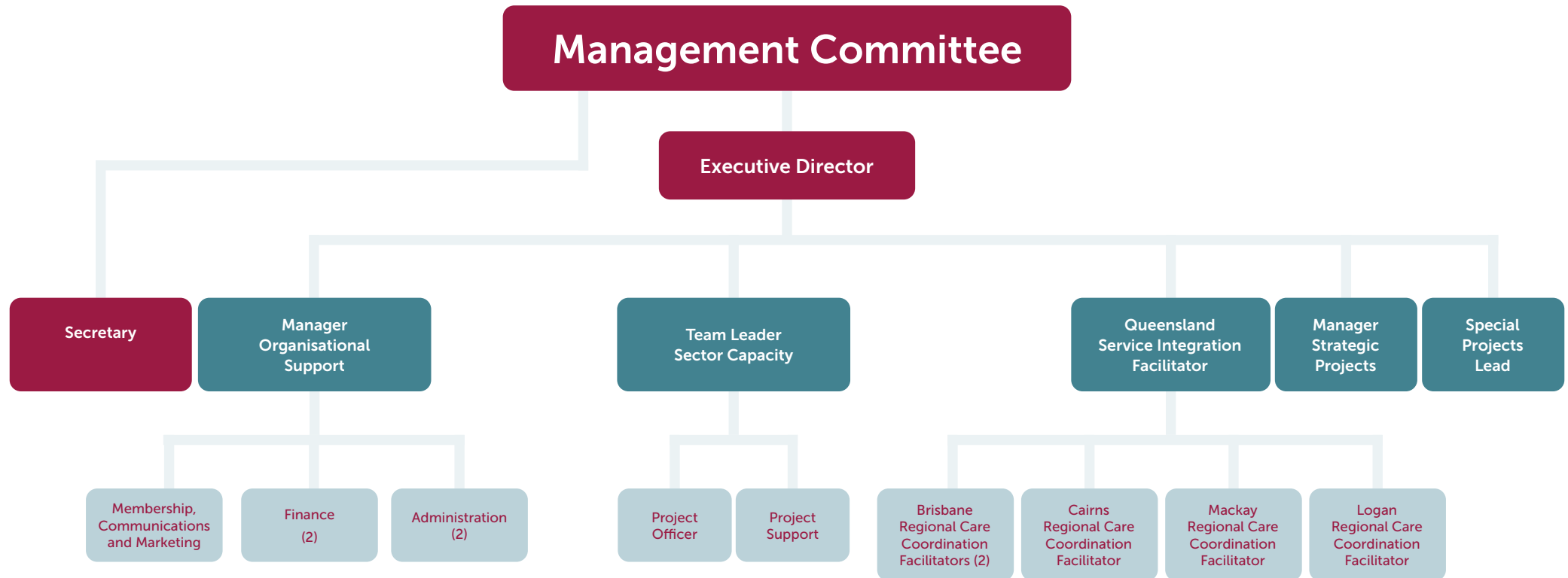In 2019, the bursary was split between these four nominees:

- **Joanne Moynihan from Whitsunday Housing Company** was nominated and received funding to help attend a 'Designing Specialist Homeless Services for Women Masterclass'.

- **Yee Long Chang of SPK Housing Group** received funding to help subsidise a Certificate 4 in Accounting.

- **Angie King from Anglicare Central Queensland** also received funding to help subsidise a Certificate 4 in Community Services.

- **Frances Turner of Youturn Youth Support's** Golden Beach Crisis Accommodation received funding last year to support their young resident's journey to sustainable accommodation by caring for chickens and in turn, creating an edible garden.
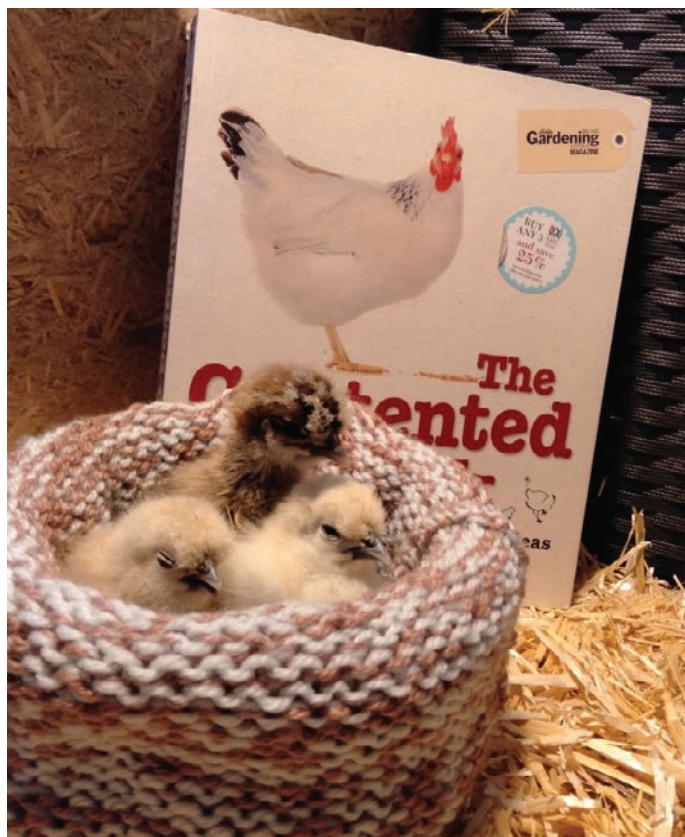
> **"** Residents formed a real bond with the chickens, and having the opportunity to hand raise them from babies has been special."
>
> **- Frances Turner, Manager Golden Beach Crisis Accommodation**

Organisational Structure

Management Committee

Executive Director

Secretary

Manager Organisational Support

Team Leader Sector Capacity

Queensland Service Integration Facilitator

Manager Strategic Projects

Special Projects Lead

Membership, Communications and Marketing

Finance (2)

Administration (2)

Project Officer

Project Support

Brisbane Regional Care Coordination Facilitators (2)

Cairns Regional Care Coordination Facilitator

Mackay Regional Care Coordination Facilitator

Logan Regional Care Coordination Facilitator

CLICK HERE
to find out more about our team on Q Shelter's website

Q Shelter Management Committee

DARREN MEW
President

ANNEMAREE CALLANDER
Vice President

TERESA REED
Treasurer

HANNAH SCOTT
General Member

JOANNE BOWEN
General Member

MICHAEL TROTTER
General Member

ROBERT PERRIER
General Member

NATALIE RAYMENT
General Member

PETER BELL
General Member

Q Shelter thanks retiring Management Committee Members:

▶

CAMERON DARLING

DARREN YOUNG

Q Shelter Staff 2019-2020

Current Team

▶

FIONA CANIGLIA
Leadership Team
Executive Director

MICHAEL BOYLSON
Leadership Team
Manager Organisational Support

EMMA GREENHALGH
Leadership Team
Manager Strategic Projects

LEE-ANN DENNIS
Leadership Team
Team Leader Sector Capacity

STEPHEN HAWKINS
Leadership Team
Backbone Support and Team Leader

MAGGIE SHAMBROOK
Special Projects Lead

HANNAH CLIFFORD
Project Officer

SCOTT MCGREGOR
Mgr Membership Communications and Marketing

JESSICA PRAGNELL
Project Support Events

BERNIE TURNBULL
Office Administration

JULIA CLAYTON
Project Support Administration

TANIA FLYNN
Finance Officer

DEBBIE KNIGHT
Finance Officer

FIONA OATES
Regional Care Coordination Facilitator Cairns

HAZEL-MALONE
Regional Care Coordination Facilitator Brisbane

JODIE COWIE
Regional Care Coordination Facilitator Brisbane

TIM JOHNSTON
Regional Care Coordination Facilitator Logan

YVONNE HARRIS
Regional Care Coordination Facilitator Mackay

Q Shelter thanks other staff who contributed to the organisation over the past 12 months, including:

▶

EMMA ROBINSON

ESTHER DABINETT

Acknowledgements

Q Shelter wishes to acknowledge the funding and support received from the Queensland Department of Housing and Public Works and the continued support of all our partners and stakeholders, including Q Shelter Members.

We also acknowledge funding from the Queensland Department of Communities, Child Safety, and Disability Services.

We also wish to acknowledge all stakeholders who have worked with us over the past year to help deliver projects, training and resources for sector.
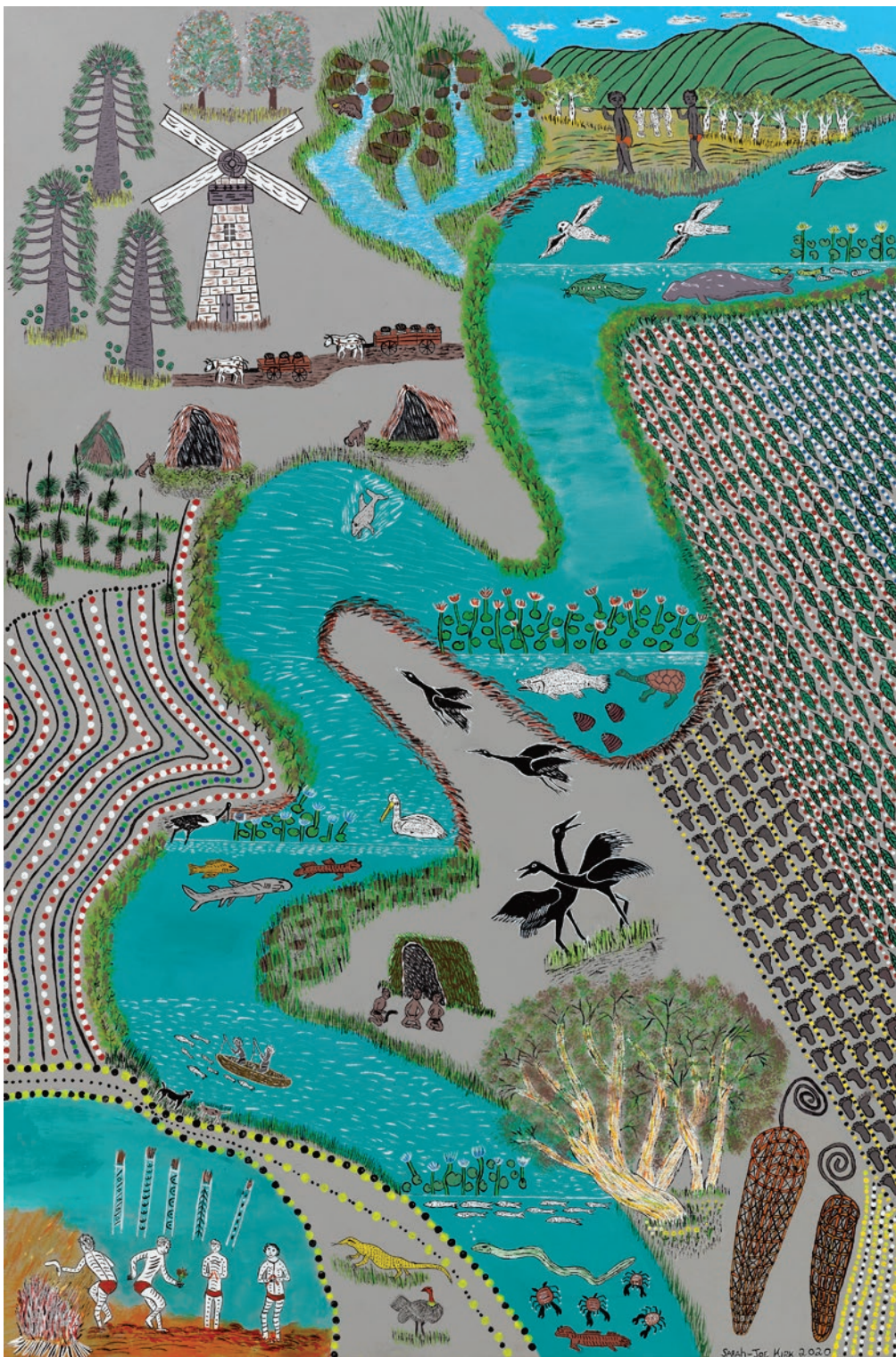
Q Shelter thanks Uncle Joe Kirk, Aboriginal Elder, accomplished artist and proud Wakka Wakka man. Uncle Joe is a practicing artist and led art projects at the Lady Bowen Gardens.

This mural is titled *'Brisbane river during early settlement'*

This year, the Q Shelter team farewelled John who was our neighbour at 515 Wickham Terrace. John cared for Q Shelter's gardens, and was an important connection for tenants living in the precinct. His friend and neighbour Eddie led us all in carefully celebrating his life.

Eddie along with other tenants are tending the garden daily to make sure it remains a beautiful legacy.

Heartlands of Brisbane

My journey started with the reflection of different cultures, languages and people. We share the community with stranger places.

I could see the deep blue ocean, where my spirit lives, I can see the mountains and waterways where our dreaming took place.

Our lives were shattered, our stories and our dreams were gone, and our futures started to roll away. 100 years have gone and new ones begin. But I am surrounded by unbroken lies. Our rivers are gone forever. We were planted like grass in the fields. They put a boundary between themselves and us. Our songs were sang with tears in our eyes. We were divided into chains; our community was gone. Every stone turning, our ideas had changes and so had our ways of life.

We walk in different pathways, the values of our family taught me to find and search in my heart. And I know I was given the right place, where I grew into the person I am today. Now I live in another community, with different cultures, languages and people from other countries. I feel all Australians are included and valued, giving everyone the opportunity to participate in society.

We are connecting to build and strengthen relationships and address the isolation of those who may be marginalised. I am the heart of the people who know where to find the Heartlands of Brisbane. Where the rivers run free, where I was lost and now I am found and I am accepted in my community. Because I respect my elders past and present.

Social inclusion gives me the opportunity to tell my story in my spirituality and dreaming to others in different places and languages. To share our art, music and stories to take me to the place where my dreams can come true. Where I can see the Heartland of Brisbane.

Uncle Gerard Bargo

SHELTER

because housing matters

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