



From our Executive Director

New direction for housing

Q Shelter will be working with the National Shelter Council to help drive the new Federal Government's housing commitments. We are particularly encouraged by the proposed National Housing Supply and Affordability Council as well as the Housing Australia Future Fund. These recommendations align with the policy and investment solutions proposed by the National Shelter Council.

The policy settings in Queensland will be vitally important so the community housing provider industry can leverage available funds for future growth. We are working closely with peak bodies CHIA Qld and Aboriginal and Torres Strait Islander Housing Queensland to maximise the role of CHPs and to ensure that the legal and operating framework is optimal for growth. We welcome Julie Collins as the new Minister for Housing and Homelessness and look forward to a productive and purposeful working relationship. You can read about the new [National Ministry here](#). You can connect with National Shelter and the work of the National Shelter Council [at this link](#).

Q Shelter team takes time to learn and reflect

While it seems busier than ever, there is nothing more important than reflective time as a team. Over these last two days, Q Shelter has participated in training with expert facilitator Bob Dick and the amazing Black Card team. We are striving to be better facilitators to support the sector in every workshop and learning experience we offer. And as part of our Innovate Reconciliation Action Plan, we participated in

BlackCard training to enhance our cultural sensitivity and understanding.

Celebrating Reconciliation Week

In the last few weeks, the Q Shelter Diversity and Inclusion Group has met to develop an action plan for our organisation. This includes many ways we can support and celebrate diversity within our team and out into the sector. We completed BlackCard Training this week to look within and develop our team's sensitivity and understanding. I felt particularly impacted by reflections on multi-generational trauma and also by how people's lives are impacted by racism as they socialise, gather in public spaces, and celebrate life milestones such as births and deaths. Our challenge as a team is to carry forward these understandings while we work with a sector responding to a disproportionately large number of Aboriginal and Torres Strait Islander peoples facing homelessness and housing insecurity.

Farewell and thanks to Stephen Hawkins

Recently we bade goodbye to Steve Hawkins who has overseen the implementation of the Services Integration Initiative at Q Shelter. Steve is taking up a management role at Encircle and we will continue to work with him on the delivery of SII from that vantage point. I want to thank Steve for such a focussed approach to driving this important initiative. He did so much while here to set up the framework, work with the regions and establish countless tools and resources. He brought amazing ability to helping ensure a robust approach to data collection and reporting. We wish you well and will miss your professionalism, energy and passion for the work.

Regards,

Fiona Caniglia



Fiona Caniglia

Executive Director



Reconciliation Week 2022

BlackCard Cultural Safety Training

The Q Shelter team recently completed cultural awareness training with BlackCard, as part of our commitment to our Reconciliation Action Plan. Highlights included:

- Learning more about the Traditional Owners of the lands where each team member grew up
- Understanding how to recognise and confront our unconscious bias
- Steps to make Q Shelter as an organisation more culturally safe



An action shot from our team Cultural Awareness workshop with BlackCard on Wednesday.



Election result

Unpack what the federal election means for housing in Queensland

- Read our ED's summary in [our media release](#)
- [Explore Council to Homeless Person's response here](#)

- In our [June Learning Exchange](#), we will hear from Emma Greenhalgh, CEO of National Shelter, about what the election outcomes indicates for our housing nationally, and in Queensland.

Training & events

Tenant Participation

In our next Learning Exchange on 7 June, we are focussing on Tenant Participation—an important part of the work undertaken by Community Housing Providers. It is a two-way process involving tenants working in partnership with providers to share ideas, information and have input around improving services.

The Exchange will specifically focus on tenant participation as it relates to the National Regulatory Framework in QLD and The Victorian Regulatory Framework. We will be joined by Robert Perrier, Q Shelter Management Committee member; Terry Green, Qld Registrar; David Schrueder, Victorian Registrar; and Emeritus Professor David Hayward, Chair of the Victorian Government's Social Housing Regulation Review.

With the change of government, Emma Greenhalgh, CEO of National Shelter will be joining the Learning Exchange to discuss how this may influence housing and homelessness services in Queensland and outline what we can do to help shape this change.



TENANT PARTICIPATION * LEARNING EXCHANGE * 7 JUNE

Robert Perrier, Q Shelter Management Committee, with panelists:
Terry Green, Queensland Registrar
David Schreuder, Victoria Registrar
David Hawyward, Social Housing Regulation Review

+ post-election update with Emma Greenhalgh, National Shelter

REGISTER NOW

[Register now](#)

St Vinnies CEO Sleepout

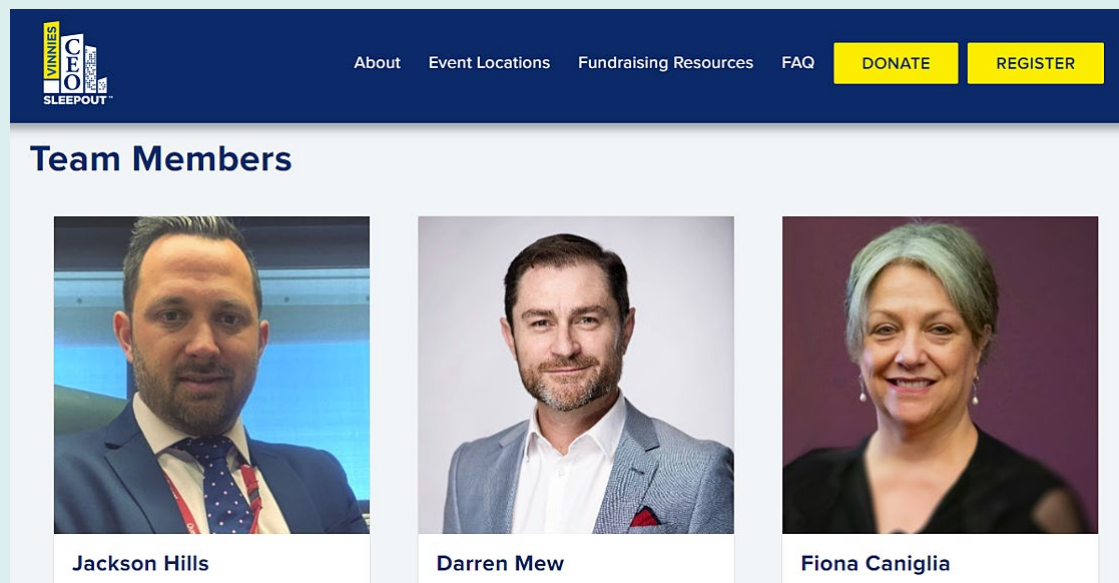
In a few weeks, Darren Mew, Q Shelter President; Fiona Caniglia, Executive Director; and Jackson Hills, Manager of Policy & Strategic Engagement, will participate in the Vinnie's CEO Sleepout.

With homelessness affecting so many people, they wanted to do more to help raise funds for support--and they feel a night out on the cold the concrete is the least they can do.

Please cheer them on by sharing our recent social media posts ([Facebook](#), [LinkedIn](#), and [Twitter](#)). The posts include a video of Fiona explaining why she's doing the sleepout – you can watch it [here](#).

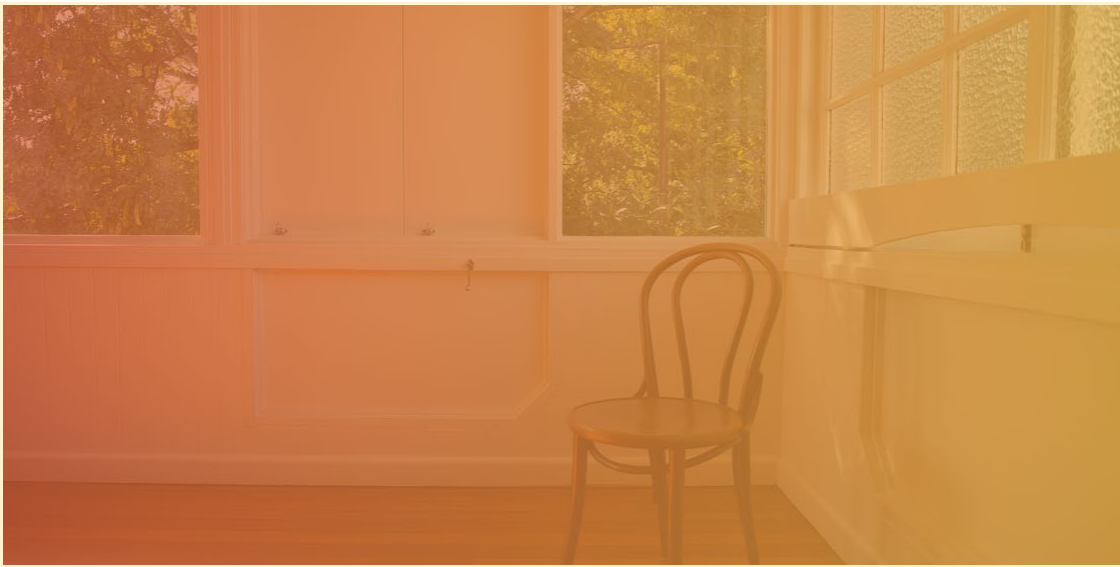
If you would like to do more to support, consider making a personal donation. You can visit Fiona's page [here](#) or find the Q Shelter Team page [here](#) (scroll down to end of page to see Q Shelter Team members).

We wish them all the best on this sleepless night for a very good cause.



The screenshot shows the top navigation bar of the Q Shelter Sleepout website. The navigation menu includes 'About', 'Event Locations', 'Fundraising Resources', and 'FAQ'. There are two prominent yellow buttons: 'DONATE' and 'REGISTER'. Below the navigation is the 'Team Members' section, which features three portrait photos of team members: Jackson Hills, Darren Mew, and Fiona Caniglia.

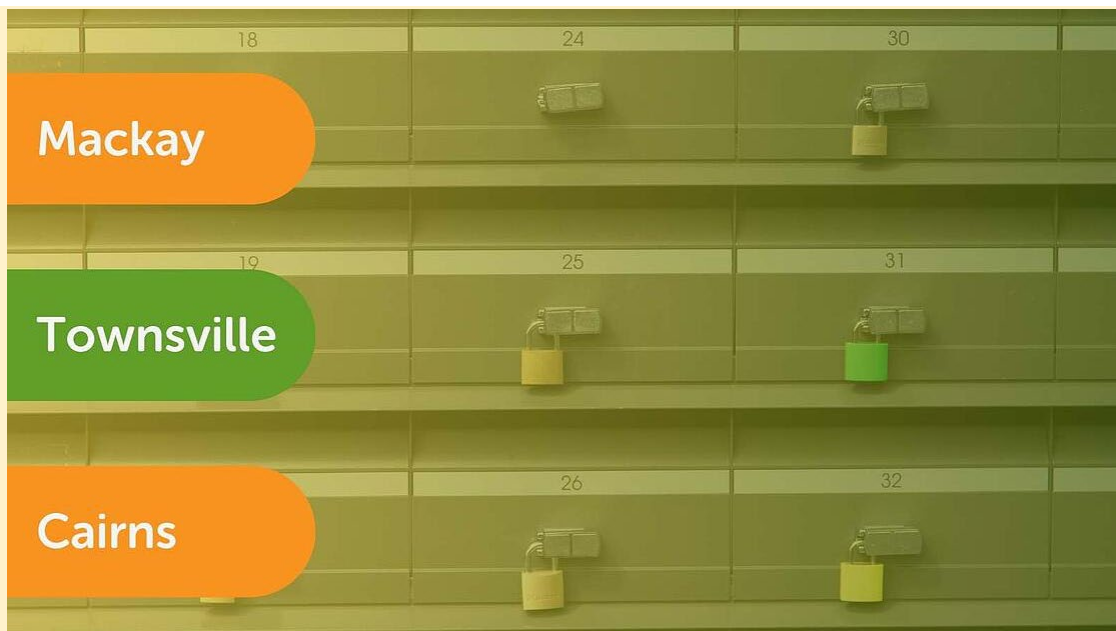
Other upcoming events



[Domestic & Family Violence and Tenancies.](#) 14 June 2022. Online.



[Feeling the Pulse on Housing Investment and Growth.](#) 15 June 2022. Online
For our full program of training, knowledge sharing, and networking opportunities,
[click here.](#)



Working with people affected by hoarding and squalor. In-person. Multiple dates.

[Mackay: 23 June 2022.](#)

[Townsville: 27 June 2022.](#)

[Cairns: 30 June 2022.](#)

For our full program of training, knowledge sharing, and networking opportunities, [click here.](#)

Research and policy

- **Managing Access to Social Housing in Australia**, by UNSW City Futures Research Centre, shows that a decade of minimal investment into social housing has resulted in a plummeting supply. Just under 30,000 social housing applicants were granted a social housing tenancy during 2020–21 in Australia – a 42 per cent decrease from 1991 and a 61 per cent reduction proportionate to national population. [Read the report.](#)
- The Australian Bureau of Statistics have released new data around **housing occupancy and costs**. [Learn more.](#)
- Australian Institute of Health and Welfare have updated their data (collected monthly) on **Specialist Homelessness Services**. [Learn more.](#)

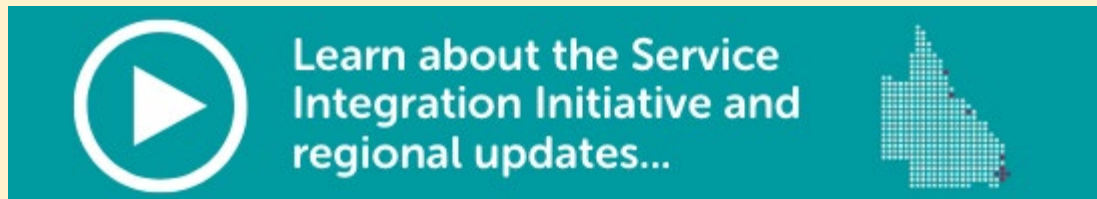
Job opportunities

- [Client Housing Worker.](#) Mangrove Housing. Brisbane.

- [Property Manager](#). Home in Place. Brisbane.
- [Community Support Worker](#). Life without Barriers. Cooktown.
- [Area Manager Housing & Homelessness](#). St Vincent de Paul. Toowoomba & Darling Downs.
- [Case Manager](#). Australian Red Cross. Toowoomba.
- [Support and Advocacy Workers - Casual Pool](#). Micah Projects. Brisbane.
- [Senior Outreach Worker](#). ARROS. Brisbane.
- [Youth Support Outreach Worker](#). ATSICHS. Logan and Brisbane.
- [Client Support Worker](#). Anglicare. Townsville.
- [Recovery Practitioner](#). Anglicare Southern Queensland. Brisbane.

Sector news

- [How do you solve a problem like homelessness?](#) Pro Bono News.
- [Not my Australian dream: The lifelong renters not buying into the country's property obsession.](#) ABC News.
- [Australia's social housing system is critically stressed. Many eligible applicants simply give up.](#) The Conversation.



Service Integration

Farewell from Stephen Hawkins

The month of May has seen regional engagement occurring in Townsville, Mackay, Sunshine Coast, Moreton Bay, Redland and Logan. Engagements have focused on strategic planning, place-based leadership, network development and a capability building event for non-housing and homelessness services.

Work has also continued to develop robust reporting mechanisms, allowing for contemporary, place-based reporting enabling an enhanced understanding of regional demography, need, responses and outcomes. Whilst in the early stages of scoping, the previously mentioned 'Workforce Capability Building Framework'

project has commenced and is referred to within this edition.

On a final note, and as I head off to take up a new challenge, I would like to thank everyone who has contributed to the successes of the Service Integration Initiative since its inception during early 2020. Yes, there is still work to do, however the last two years or so has developed a strong platform to work from. Thank you for your continued passion and commitment in supporting our communities' most vulnerable.

Regards,

Stephen Hawkins



Stephen Hawkins

Service Integration Facilitator

Project Support

The Workforce Capability Building Framework (WCBF) serves to develop place based mechanisms across nine regions in Queensland to enhance workforce capability across the broader service system. During the 2022-2023 period, Emma Irvine-Collins will be leading the research, design and implementation of a place-based WCBF.

If you would like to discuss this more, please reach out to Emma at emma.irvinecollins@qshelter.asn.au or phone 07 3831 5900 Ext. +107

Townsville

- Regional Care Coordinator Emily Mussap has commenced co-locating with Townsville Community Corrections, and is looking forward to sharing information, helping Corrections staff understand the community support services available, and helping map exit pathways for their clients.
- [Hoarder & Squalor training](#) still has some places available on 27 June.

Note: all Q Shelter training is free for people with lived experience of

homelessness and housing stress.

- **De-escalation training** is coming to the region! Register for the [14 July 2022](#) or [15 July 2022](#) workshop now as places are limited.
- Q Shelter facilitated the Townsville and Hinterland Housing & Homelessness Network strategic planning workshop this month. This provided the network with the opportunity to develop strategic actions for the region to over the next 12 to 18 months (photo below).



Mackay

- We recently hosted Place-Based Leadership and Feeling the Pulse forums in Mackay. The Leadership forum provided the opportunity for place-based services to come together from across the regional service system to capture reflections, thoughts and ideas that could lead to enhanced 'integrated frontline responses'. It was also a chance to examine the current care coordination process. A huge thanks to all who attended both forums for your insightful contributions. For more information about Care Coordination in Mackay, contact Yvonne Harris, Care Coordination Facilitator, at yvonne.harris@qshelter.asn.au
- Limited spots are still available for [Working with people affected by hoarding and squalor](#) on 23 June.

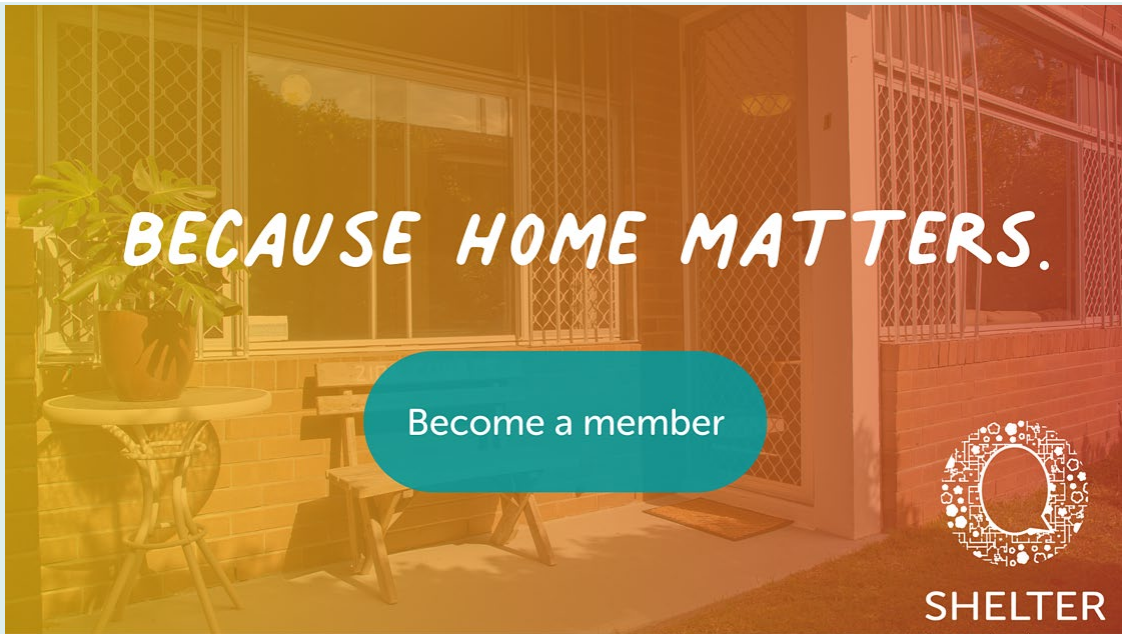
Brisbane

- Phil Smith, Regional Care Coordinator, recently attended *Partnering for a Professional Practice Framework*, a workshop hosted by Stephen Simpson, CEO of the [Council to Homeless Persons Qld](#). We had an overview of the work to date and discussed complex client pathways, data driven practice to inform service delivery and improve outcomes, and opportunities for systemic change across the broader housing system. Moving forward, the meeting called for EOIs for membership of a Sector Interagency Steering Committee, and a practitioners panel from a range of Specialist Housing Services across Queensland.

Redlands and Logan

- The [Building Blocks and Housing Foundations forum](#) is coming up on 17 June. This is an opportunity for non-housing support providers to understand more about the housing & homeless sector and tenancy processes. Department of Housing, Queensland Tenancy Advice and Referral Service & Specialist Homelessness Providers will also be present, making the day full of rich conversation and learnings.
- Logan's face to face meetings are continuing to flourish with the additional of new organisations, most recently Addiction Services, into the Logan Care Coordination Group (LCCG). This has resulted in effective outcomes for clients referred to LCCG and outstanding service collaboration. Meetings are run every second Tuesday 11.00am – 1.00pm with the next meeting scheduled for 30 May 2022 at Access Community Services. For more information about LCCG, please contact Regional Care Coordinator Rebecca Hinton at rebecca.hinton@gshelter.asn.au
- Redlands Care Coordination meetings continue running every second Tuesday 11am- 12.30pm at the Bayside Housing Centre- Capalaba. For further information, please email Bree Tukavkin, Care Coordination Facilitator (Redlands) Bree.tukavkin@gshelter.asn.au





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