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March Housing Matters

Q Shelter met with Minister Leeanne Enoch twice last week to generate solutions for Queensland's worsening flood crisis. It was an opportunity to promote the critical role of the sector and provide feedback from the Q Shelter Learning Exchange early last week. We have submitted all issues raised and we will distribute a formal reply as soon as it is available from Government.

For a long time, our consistent feedback to Government is that a high-profile education campaign is needed to bring more properties into the rental market. It is frustrating that it has taken this latest crisis for the idea to be further examined. Q Shelter is working with the Real Estate Institute of Queensland to promote this idea across the community and we are calling for Government to use their substantial media access during this current crisis to make the same calls to property owners and businesses who may be able to help.

Based on feedback from Asset Managers and Community Housing Providers about the challenges in procuring head-leased properties in such a tight rental market, Q Shelter has consistently been calling for this approach. Since the last budget, which included funding for 1000 new head-leases, we have warned that these will be hard to find and may only add to competition for available homes if new stock is not flowing into the system.

You can escalate concerns with service delivery and continuity to contract managers. If you need assistance to help individuals or households you should escalate concerns to your [Housing Service Centre](#) or to the Regional Director. [This communique from Government](#) provides more information may also help. There are also [regional facilitators](#) in nine regions as part of the Service Integration Initiative who can help link clients with complex needs to front-line coordination groups.

While there is an acute crisis now, housing was already at crisis point long before the floods. These latest circumstances prove we need to be working upstream to guarantee enough housing supply for the future while also preventing a growing number of people from ever facing homelessness. Q Shelter's latest policy submission articulates how we can better prevent a continued over-reliance on crisis responses.

I know you are all working hard in the context of the current crisis and I hope that you are all safe. Please continue to communicate your concerns and ideas and we will ensure that we work with Government to get a response.

Yours sincerely,

Fiona Caniglia



Executive Director

Working with sector to raise issues relating to floods

In last week's extended Learning Exchange, we shared flood-related issues and possible solutions. Thank you to the Department of Housing, Communities, and Digital Economy representatives who joined us for this important discussion.

To see an example of the issues raised and possible solutions tabled, see [our working notes](#) from the meeting. If you are interested in joining us next time, please [register for the May Learning Exchange here](#).



State's peak body welcomes investment to provide housing and support for older women

17 February 2022

Q Shelter, Queensland's peak representative for the homelessness and housing sector, has welcomed [new initiatives announced today](#) that respond to the growing demand for specialist housing and homelessness responses for older women.

[Continue reading our media statement.](#)

[Listen to Fiona Caniglia, ED, discussing the investment with ABC's Jade Toohey](#) on North Queensland's breakfast radio.



Service Integration

Click the banner below to watch a short video highlighting the state-wide work of the initiative.



To amplify the successes of the Service Integration Initiative and other key pieces of work, Q Shelter presented at this year's [AHURI National Housing Conference](#) in Melbourne. The three-day forum examined the latest housing research, significant policy reforms, Covid-19 lessons, and the shining examples of best practice in delivering social and affordable housing options to Australians.

The program also examined how Australia's housing system is responding to the issues created by climate change – from resilience to bushfires, floods, and other extreme weather events through to sustainable design and energy efficient housing.

Systemic reform remains crucial in the sector and priority policy conversations included affordability and availability in the private rental market; improving the linkages between housing and support systems such as healthcare, education and training; and the state of national housing policy coordination.

We look forward to sharing highlights from the conference in a special bulletin later this week.

You can read more about Service Integration's Informed Consent Working Group (ICWG), our work strengthening measurement and reporting frameworks, and regional updates in a [Service Integration deep-dive article here](#).

Yours sincerely,

Stephen Hawkins

**Stephen Hawkins**

Service Integration Facilitator

Townsville

Serving as a testament to the great work across five other regions, and in working closely with Dept. Communities, Housing and the Digital Economy (DCHDE), Q Shelter has now assumed the auspicing role for the Townsville region.

Stephen and the Q Shelter Team look forward to welcoming **Emily Mussap** to the team. Several sector engagement & development events are already being planned, such as a 'Feeling the Pulse' and regional strategic workshops.

Additionally, and along with **Mackay** and **Cairns** regions, [Hoarding & Squalor training](#) is also being scheduled for the Townsville region on 27 June 2022. [Keep up to date with Q Shelter training and events here.](#)



Q Shelter welcomes Emily Mussap to our team!

Mackay

Continuing to work closely with the Department of Communities, Housing, and the Digital Economy and other regional stakeholders, Yvonne Harris and Stephen Hawkins with soon be confirming dates for the 'Feeling the Pulse' and 'Place Based Leadership' workshops. Please keep up to date on our [events page](#) for registration.

The Mackay Housing Service Centre (HSC) has a new home at 162 Victoria Street, Mackay. You'll find the new entrance to the Mackay HSC on Gregory Street. The new centre has been co-designed with customers to meet their needs in meaningful ways. Some features include:

- phone charging facilities
- children's area
- assisted-service kiosks where clients can:
 - connect with key services
 - look at properties for rent
 - check their rental balance
 - apply for a bond loan.

Redlands

Following a recent **Q Shelter facilitated** 'Service Delivery Framework' workshop, an action plan report is being drafted that will be presented to the regions' DCHDE Place-Based Response Team (PBRT) for consideration. The report contains 10 actions focused on further enhancing regional communication, client engagement and response, and supporting the integration of a new homeless outreach access service.

Following on from well-received expressions of interest, Bree Tukavkin and Stephen Hawkins are currently planning the inaugural Bayside Network Working Group meeting. A diverse range of stakeholders from across state and local government, as well as not for profit settings, will come together in late March to ensure that the intent, structure and content of the re-introduced Network will be beneficial to the entire regional service system, not just the Housing and Homelessness sector. Once the network framework has been established, a schedule of meeting dates will be published.

Logan

To support the integration of the [Logan Zero](#) project, **Q Shelter**, along with DCHDE and **YFS** (Youth and Family Services) are currently planning a facilitated workshop. In early March, Fiona Caniglia, Rebecca Hinton, and Stephen Hawkins will present current initiative findings from the region, whilst, with other key regional stakeholders, design a framework that supports the harmonisation of the new project.

Logan Care Coordination ran two meetings during February and will continue running every second Tuesday from 11am-1pm. They will be happening via TEAMS until Public Health Advice recommends meetings can resume in-person.

Please contact Logan's Regional Care Coordination Facilitator, Bec Hinton, on (07) 3832 5900 Ext. 120 or email rebecca.hinton@qshelter.asn.au for more details.

Training & Events



In last week's [Learning Exchange](#) we also heard from outgoing [National Shelter](#) CEO Adrian Pisarski about recommended measures to address unmet housing need in Australia. Adrian also shared his recent engagement with federal politicians, National Shelter's budget submission, and his reflections on his time in the sector.

Thankyou, National Shelter, for joining us and helping direct our thoughts towards important national issues in the homelessness and affordable housing sector.

Missed this month's Learning Exchange? We have a huge program of training opportunities and other events coming up soon. [Visit our events page to see them all.](#)

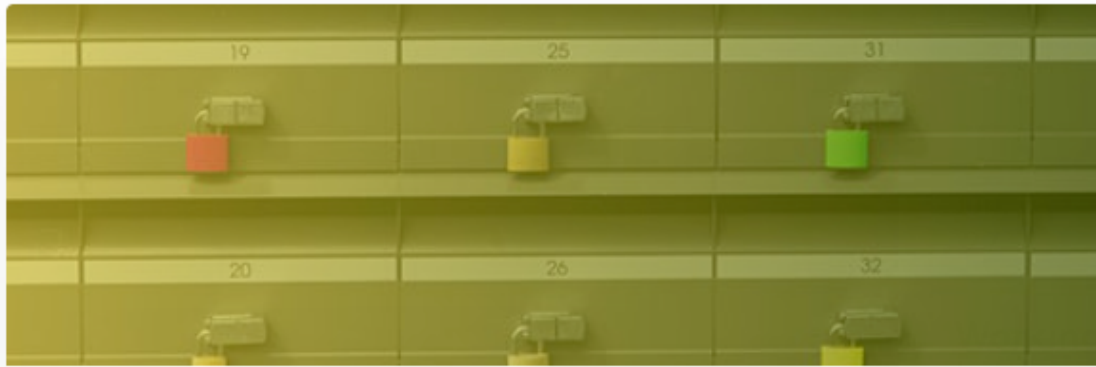


Governance Training (Basic & Masterclass)

1 upcoming event

Q Shelter's governance training programme helps participants create a leadership environment that supports Queensland's housing and homelessness sector.

An in-depth session covering the essential legal duties and governance best practices for boards and committees of organisations. Free for concession holders and people with lived experience of social housing and homelessness. [Learn more and register for the Governance Masterclass.](#)



Hoarding and Squalor Regional Workshops

3 upcoming events

Hoarding and squalor can have a significant impact on health and wellbeing of individuals and surrounding communities. It can also have implications for tenancy sustainment. We are pleased to be taking this training to Cairns, Mackay and...

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Sector updates

Job opportunities

[Manager of Policy & Strategic Engagement.](#) Brisbane. Q Shelter. Join us!

This role will drive Q Shelter's strategic engagement with Government, the private sector, members and key partners. The successful candidate will take responsibility for developing evidence-based policy proposals that represent stakeholder views as well as leading evidence as a basis for influencing policy and investment in solutions. Importantly the role will contribute to actively expanding the diversity of stakeholders and community leaders committed to our vision that every Queenslanders has a home.

[Administration Team Leader.](#) Brisbane. Q Shelter. Yes, another chance to join our team!

[Youth Worker - Youth Justice.](#) Mackay. Save the Children.

[Centre-Based Support & Advocacy Worker.](#) Brisbane. Micah Projects.

[Mobile Community Care Worker.](#) Cairns & NQ. Althea Projects.

[Case Worker](#) Nambour. Kyabra Community Association.

[Homelessness Case Manager](#). Longreach. Anglicare Central Queensland.

[Case Manager - Homelessness](#). Brisbane. Salvation Army.

[Shelter Worker](#) and [Regional Services Coordinator](#). Hervey Bay. Community Housing Ltd.

[Assistant Property Manager](#). Northern Queensland. National Affordable Housing.

Are you a Q Shelter member with a job opportunity within your organisation? [Let us know!](#)

Research & Policy

Homelessness Australia has released their Homeless Election Platform. Their headline ask was a National Plan. [Read the platform here.](#)

Everybody's Home launched their pre-Budget position paper. It calls the Federal Government to:

- invest in 25,000 social housing dwellings annually
- develop a National Housing Strategy and a National Homelessness Strategy
- increase the maximum rate of Commonwealth Rent Assistance by at least 50 per cent
- make renting fairer. [Read the full position paper here](#) and [join the Everybody's home campaign.](#)

The Australian Bureau of Statistics have released a report investigating indicators to measure the relationship between land-use regulation and housing supply. This was in response to an indicator included in the National Housing and Homelessness Agreement (NHHA) which sought measurement of 'an increase in the number of dwellings that are permitted by zoning in cities or urban areas' (indicator k). [Read the ABS report summary here.](#)

The Queensland Law Society and the Public Advocate have released an updated publication of their joint report, ['Elder Abuse: How well does the law cope in Queensland?'](#). Amongst many issues, the update examines how housing and tenancy law currently protect older Queenslanders.

The SBEnrc project team have now finalised the Liveability Framework for Medium to High-density Social and Affordable Housing, to be used to develop project and precinct-based, value-focussed standards and targets to drive adoption of better outcomes and promote community acceptance of delivering whole-of-life solutions. [Read the SBEnrc Media Release here.](#)

News

[Inclusionary zoning will unlock much needed funding for social and affordable housing.](#) Council to Homeless Persons Media Release.

[Elderly and low income earners living in tents amid Queensland's growing rental crisis.](#) ABC News (Keep an eye out for our own ED Fiona Caniglia)

[Federal government wipes hands clean of setting strategy to end homelessness, but states pick up the pieces.](#) Pro Bono News.

[How homelessness takes 30 years off your life expectancy.](#) ABC Radio.

[Call for more social housing in upcoming federal budget.](#) ABC radio.

[Where would we live otherwise?': the rise of house-sitting among older Australians.](#) The Conversation.

[What is it like to be homeless? Humiliating and terrifying, says this single mum.](#) ABC News.

[Morrison Government to deliver reduced premiums through reinsurance pool.](#) Federal Government Media Release.

[Putting homelessness on the map.](#) Pro Bono News.



Actions shots from the AHURI National Housing Conference. Left: Emma Greenhalgh presents regional place-based housing insights at a sunrise session. Right: National Shelter CEO Adrian Pisarski, Emma Greenhalgh, and the Shelter NSW team.



“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, Regional Representatives Meeting June 2021



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