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September Home Matters

A message from our Executive Director

Road show presenting Go for Gold Report

Q Shelter's has held many meetings with State and Federal parliamentarians presenting the '[Go for Gold' report](#) into a social inclusion framework from Brisbane 2032. Jackson Hills joined Emma Greenhalgh in Canberra while Jackson, Darren Mew, and I met with various State MPs across all parties to share the findings and recommendations. The reception to the report has exceeded all our expectations and we continue planning meetings with senior representatives from key Government Departments across Treasury, Tourism, Innovation and Sport, and State Development as well as many local governments including Mayors and Councillors.

Regional representatives network grows

This month also saw Q Shelter convening the Queensland Regional Representatives Forum with the welcome addition of South Burnett. The Regional Representatives worked on regional action plans and workforce development opportunities while also preparing a communique for Government with a set of questions. The communique and questions were then presented to a panel of 14 State Government representatives led by Mary-Anne Curtis, Mark Wall and Chantal Raine and inclusive of Executive Directors and Regional Directors. We will be publishing the communique soon and sincerely thank everyone involved for their time and commitment to dialogue.

Join us to celebrate 35 years of Q Shelter

We are looking ahead to an amazing CEO and Leaders' Lunch Forum following by informal networking and then Q Shelter's AGM and End of Year Celebration. We will be taking the time to celebrate where we have come from and how we hope to shape the next 35 years.

[I warmly invite you all to register your attendance.](#)

Q Shelter management committee seeking expressions of interest

Q Shelter's management committee is seeking expressions of interest from people interested in joining them in the vital role of governing our organisation. As we close 2022 celebrating 35 years as a peak body, we invite people with a vision for housing and homelessness solutions to considering expressing interest to the Succession Planning Working Group. [Information on how to express interest is available here.](#)

Yours sincerely,

Fiona Caniglia



Executive Director

New brand for our next chapter

At our Sector Peaks Networking Event at Parliament House on 23 August 2022, we were thrilled to launch our new logo.

"It reflects who we are. The colours are warm, like the light you see inside a home. They are also fiery—like the agenda we are setting—while the blue is strong and calm. Together, these represent just what our sector needs, and what we will continue to deliver." Fiona Caniglia, CEO Q Shelter.

A huge thank you to the incredible team at [Portfolio Creative Services Group](#) for getting us here! And to the state-wide community who tirelessly supports us as we work together to influence solutions to housing need and strengthen the capacity of the affordable housing and homelessness sector.



AHURI National Homelessness Conference 2022

The conference opened with a buzz as Julie Collins, Minister for Housing and Homelessness, announced that the federal government would establish a National Housing Supply and Affordability Council. This important step on the road to a national housing strategy fuelled excitement for a jam-packed program, which included six plenary sessions and 12 concurrent sessions.

A highlight for Fiona Oates, Q Shelter's Practice Lead - Service Integration Initiative (Northern Queensland) was the minister's address, as well as the focus on lived experience throughout the presentations.

Q Shelter's Daniel Taber-Kennedy presented in one of the plenary sessions, highlighting the importance of information-sharing on every level, both before and during times of disaster, to reduce trauma amongst vulnerable persons. He foregrounded the human impact of disaster planning by sharing recent cases studies of people needlessly traumatised, and drew parallels between people that are currently doing it tough and those that are most vulnerable during a time of crisis.

'Information sharing must happen on every level, or it doesn't translate to actually helping those most impacted,' he said. 'The best disaster management is not reactive, but proactively educates an entire community about what to expect and how to respond when a disaster occurs. It must include First Nations representatives, specialist homelessness services, local councils, all crisis responders, and specialised human services workers. If we are going to stop this impending wave of homelessness, the planning must be accountable to all community members that can't self-advocate, and those with no or limited support structures.'

Q Shelter's Chief Operating Officer, Michael Boylson, also attended the conference. One highlight for him was being taken behind the scenes of the [Unhoused](#) campaign and exploring the role media can play in engaging the general public. This included breaking down stereotypes, translating data to simple messages the public can understand and identifying relatable stories, to increase empathy.

Next year's conference will be held in Brisbane. You can find more [highlights from this year's conference, including several recorded sessions, here.](#)


Below: Daniel Taber-Kennedy (left) presenting at the plenary session.





2022 Regional Forum

Last week, our Regional Forum gathered to discuss the most important housing and support issues affecting communities across the State. Regional Representatives and Service Integration Facilitators then curated the themes that emerged and together we presented a communiqué to the [Department of Communities, Housing and Digital Economy Queensland](#). Thank you to all representatives, and Department staff, who made this time together so meaningful.

Other highlights from the forum were the regional showcases.

 Amanda Dalton, [Protea Place](#). Protea Place is a women's support centre in Toowoomba that is funded entirely by community members, organisations, and local businesses who care deeply about the largest growing cohort of people experiencing homelessness in their communities—women over 55 years. “I couldn't have looked away if I had wanted to. And it was the same for others. There has been an enormous team of men and women from our community who have made Protea possible.”

 Adam Klapproth and Robyn Morgan from [Anglicare Central Queensland](#) have co-designed a process with [QCOSS](#) which imbeds Human Rights considerations into their allocation of emergency housing. “How do we allocate housing when there is such need, and not enough homes? Under the old scoring system, it's just numbers. And numbers don't tell a story or reflect the impact of homelessness on a specific individual”.

 Kate Macleod, [Brisbane City Council](#). Kate presented an overview of current programs, partnerships, funding, grants, and opportunities for future council involvement. “Pathways out of Homelessness was a \$3m pilot program which funded 11 organisations

to support over 3,700 residents from 2019-2022, with a cost avoidance estimated at \$47 million. The numbers stack up! This program has now been extended.”

🏠 Councillor Kristie Schumacher from Div. 4 at [South Burnett Regional Council](#). Ms Schumacher shared how council have been working to bring stakeholders together to address housing and homelessness issues in their area. “Keep knocking [on Council/other Government doors]. Be annoying! Don’t give up telling us about the issues you are facing.”

🏠 Ryan O’Leary from [QCOSS](#) discussed how, for the Gold Coast Homelessness Network, the unusual decision to incorporate has had fantastic benefits for their region.

Keen for more stories? Check our [LinkedIn](#), [Facebook](#), and [Twitter](#) pages.



Left to right: Amanda Dalton, Adam Klaproth and Robyn Morgan.

Sector Peaks Networking Evening

Last Tuesday 23 August, we hosted a sold-out networking event at Parliament House where we welcomed a fantastic community of people passionate about seeing a home for every Queenslanders.

It was an evening to remember, where we celebrated the hard work being done in this space even while recognising the many challenges ahead.

A few highlights included:

🏠 Launching a [Report into Shared Equity Models](#) by Patricia Pascuzzo in partnership with Zonta International – funded by Mercy Foundation Australia.

🏠 A [video showcasing not-for-profit real estate enterprises](#) featuring Mangrove Housing, Coast2Bay Housing Group and BHC Creating Liveable Communities

🏠 A tenancy sustainment resource to support guided conversations by human services support agencies so that housing is an active conversation rather than a crisis.

🏠 A sneak peak of our new brand and upcoming new website (going live VERY soon!)

🏠 New Learning Management System (LMS) to bring affordable training to even more people

🏠 Opening applications for the [2022 Deirdre Coghlan Professional Development Bursary](#)

We are incredibly thankful for the community who tirelessly support us as we work together to influence solutions to housing need and strengthen the capacity of the affordable housing and homelessness sector.





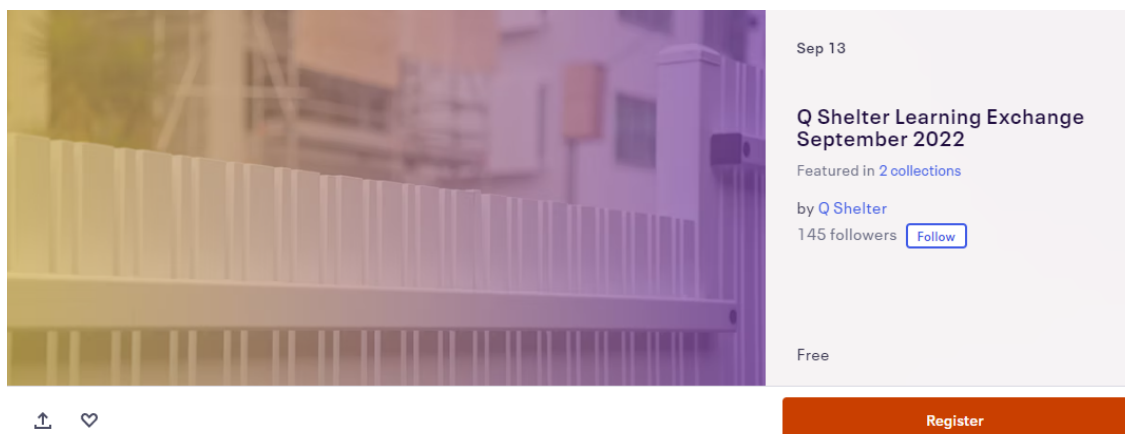
Training & Events



We have a huge program of training opportunities and other events coming up soon. [Visit our events page to see them all.](#) Below are just a few!

[Learning Exchange. 13 September 2022. Online.](#)

Are you aware of the new tenancy law changes as of 1 October 2022? In our next Learning Exchange, a guest speaker from the [Residential Tenancies Authority](#) will provide information and answer your questions.



[Brisbane 2032 Legacy Learning Series - Dr Sacha Reid. 21 September. Online.](#)

In our second [Legacy Learning Series](#) session, Dr Sacha Reid will present key elements of research highlighting practical ways we can achieve enough housing supply to meet the community's needs while also achieving high quality, liveable homes and places.



Brisbane 2032 Legacy Learning Series

SHELTER
because housing matters

Sep 21

Brisbane 2032 Legacy Learning Series 2 - Dr Sacha Reid

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Job opportunities

[**Case Manager - Specialist Homelessness Service for Families.**](#) Zillmere Family Accommodation Program. Brisbane.

[**Property Support Officer.**](#) Youturn Youth Support. Sunshine Coast.

[**Housing and Allocations Co-ordinator.**](#) Youngcare. Brisbane.

[**Team Leader - Tenant Advice & Referral - QSTARS.**](#) Community Plus. Brisbane.

[**Case Worker.**](#) North West Youth Accommodation Service. Brisbane.

[**Case Manager - Sustaining Tenancies.**](#) Anglicare Southern Queensland. Brisbane.

[**Housing Manager.**](#) Brisbane Housing Company. Brisbane.

[**Lived Experience Worker.**](#) Footprints Community. Toowoomba.

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

[**Housing Specialist.**](#) YFS. Logan.

[**Housing Case Manager - Housing Older Women's Support Service.**](#) Footprints Community. Brisbane.

[**Coordinator.**](#) IFYS. Sunshine Coast.

Service Integration

Backbone Support

I appreciated the opportunity to present on the Workforce Capability Building project at the Regional Forum last week. I proposed a guide to support regions as they identify and implement trainings, whilst also overcoming common barriers. Thank you for the positive feedback from those who attended. I look forward to continuing to work with regions state-wide on this guide.

If you weren't able to attend the Forum, [you can read a summary of my presentation here.](#)

Emma Irvine-Collins, Project Officer

Cairns

Cairns Housing and Homelessness Integration Initiative has celebrated its second birthday! Congratulations. Keep an eye out for a summary of their incredible work providing Care Coordination to vulnerable Queenslanders in next month's newsletter.

Fiona Oates, Practice Lead, Service Integration Initiative, North Queensland

Townsville

Sharehouse Youth Programs helps young people in Townsville navigate the road to independence. This month, they will commence co-locating with Townsville Housing Service Centre.

By providing various accommodation options, programs, case management, support, and advocacy, both organisations aim to reduce the number of at-risk young people in the region. This collaboration will provide opportunities for shared practice, understanding of community-based services, and better outcomes for mutual clients.

Emily Mussap, Regional Care Coordination Facilitator

Mackay

Mackay Care Coordination meetings run every second Wednesday 2.00PM to 3.00PM. Our next meeting is 7 September 2022 - meetings are via TEAMS at the moment. Please email or call me for further details: Yvonne.Harris@qshelter.asn.au, 07 3831 5900 Ext. 121

Yvonne Harris, Regional Care Coordination Facilitator

Brisbane

It was with full hearts that we said farewell to Lisa Evans as she stepped down from her role as CEO of Inspire Youth and Family Services. Lisa has been a fantastic supporter of the South-West Care Coordination group and we wish her all the best in her next chapter.

Daniel Taber-Kennedy, Regional Care Coordination Facilitator



Redlands

Redlands Care Coordination meetings

The [Redlands Care Coordination](#) meetings run every second Tuesday 10am to 11.30am. Referral forms are available here. Please contact me on 0411 738 159 or Bree.tukavkin@gshelter.asn.au for further details.

Bayside Housing and Homelessness Network

We had our first on Thursday 11 August! It was a fantastic morning with conversations which demonstrated how much this mechanism has been missed. We are extremely happy to have it back up and running for the Bayside services. The next meeting will be Thursday 6 October 10am-12pm at Birkdale School of Arts Hall.

Southern Moreton Bay Islands (SMBI) Community Hubs

We are excited to announce that after our two SMBI community days - which were an absolute success - we will have more regular Community Hub days. We encourage all service providers in the region, and community members, to join us.

Services providers from Housing and Homelessness, Mental Health, Youth, NDIS, Aged Care, and Care Coordination will all be available to provide service information, referral pathways, intake and more. Locations and dates include:

Macleay Island Community Hall

- Wednesday 5 October- 10.30-2.30pm
- Wednesday 2 November- 10.30-2.30pm
- Wednesday 7 December- 10.30-2.30pm

Russell Island Recreational Hall

- Wednesday 19th October- 9.30-1.20pm
- Wednesday 16th November- 9.30-1.30pm

- Wednesday 21st December- 9.30-1.30pm

Bree Tukavkin, Regional Care Coordination Facilitator

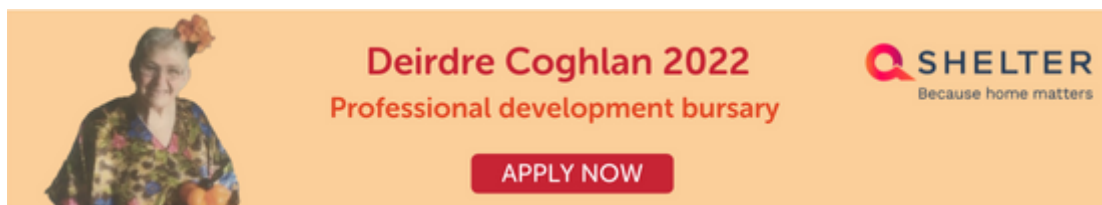
Logan

Care Coordination Group (CCG) meetings are continuing to flourish with effective outcomes for clients referred to CCG and outstanding service collaboration. Meetings happen every second Tuesday 11.00am – 1.00pm with the next meeting scheduled for 6 September 2022 at Access Community Services.

For more information about Logan CCG, please contact me: rebecca.hinton@gshelter.asn.au

Rebecca Hinton, Regional Care Coordination Facilitator

Testimonials



“Engaging training that made you think and brainstorm real-life situations”.

Workshop attendee, De-escalation training, Townsville, July 2022



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