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April Home Matters

Leadership Team Update

Housing Round Table

On 28 March, The Premier re-convened the Housing Roundtable with representatives from each of the housing and homelessness peak bodies, including Q Shelter's Executive Director Fiona Caniglia, and representatives from other housing industry bodies. Held at Parliament House, the Roundtable was hosted by five key ministers, directors general, and other key government personnel.

The summary below shows some of the significant announcements coming out of the discussions.

- New land tax concessions to incentivise more build-to-rent developments in Queensland.
- In response to the Make Renting Fair campaign, of which Q Shelter is a member, legislation will be brought forward to reduce the frequency of rental increases from twice per year (currently) down to once a year, in-line with other states.
- A fast-tracked process for prefabricated homes built in Queensland for regional locations, with factories to be established in Eagle Farm and one to be confirmed in North Queensland.
- A further \$28.5m to continue the Immediate Housing Response Package for another 12 months, as well as \$3.9m for food and emergency relief.
- Former retirement villages in Redlands and Toowoomba have been acquired by the Department for temporary emergency accommodation.
- There was also a nod to some inclusionary planning targets in priority development areas (PDAs) managed by Economic Development Queensland.

- The Treasurer announced that the Queensland Government will be looking to acquire 335 of the expiring National Rental Affordability Scheme (NRAS) properties.

Overall, Q Shelter see these as positive outcomes, in what is a complex array of issues and stakeholders. I encourage you to listen to [ABC Drive's Steve Austin speaking with Fiona Caniglia](#) immediately after the Housing Roundtable for more about Q Shelter's position on the outcomes.

Census data – Homelessness

Also out recently was the 2021 Census data estimating the number of people who were experiencing homelessness on Census night. Emma Greenhalgh, National Shelter CEO, joined us for a learning exchange on 29 March to discuss the census data and trends.

More than 85 industry representatives attended, with interest expressed from half as many again, clear evidence that many in the sector are keen to have more data-related discussions about current trends. You can read [Q Shelter's statement on the Census data on our website](#), and you can [access the complete census report on the ABS site](#).

ERO Supplementation Payment – Saved!

You may have heard that on 24 March Federal Housing & Homelessness Minister, Julie Collins MP, confirmed that \$67.5 million had been agreed to as a top up to the National Housing and Homelessness Agreement (NHHA). This announcement was in direct response to collective efforts by the national and state peak bodies, other service providers, The Services Union, and a lot of hard work from each of you highlighting what losing this funding would mean amid the housing crisis.

We understand that the Queensland Government is now in the process of confirming the rollover of contracts with Specialty Housing Services. Our attention now moves to shaping the future agreement and ensuring an adequate and thorough consultation between national and state governments and the wider sector.

Federal Housing Legislation

On a national level, unfortunately the Housing Legislation introduced to the Federal Parliament is yet to be approved by the Senate. Discussions are still ongoing between the Federal Labor Government, the Greens, and the crossbench. It is hoped that an agreement on the legislation can be reached before the May budget. The critical legislation includes the establishment of the Housing Australia Future Fund (HAFF), but also other key policy measures, such as the National Affordability & Supply Council and the establishment of Housing Australia.

Better Together: Q Shelter Policy & Investment Framework

Finally, I'd like to draw your attention to the latest Policy and Investment Framework. While this was developed by Q Shelter, it's thanks to the input and feedback of our wonderful members, stakeholders, and partners that we're able to publish a robust and thorough framework of solutions and recommendations.

We held several online sessions, regional workshops and one-on-one meetings in the

development of this year's document, [Better Together: A Framework for Addressing Housing Need and Homelessness in Queensland \(2023-2024\)](#). I encourage you to use it as a resource in your local advocacy and reach out to us if you have any comments, questions or advice.

Thanks to everyone who has contributed in any way, large or small, in making these and many other wins a reality for Queenslanders experiencing housing stress and homelessness. We know there's plenty more to do, but we can still celebrate the progress that has been made.



Jackson Hills
Manager Policy & Strategic Engagement

Applications open: Kent Maddock Memorial Award



[Q Shelter are pleased to announce that the Kent Maddock Memorial Award is now open for nominations.](#)

The Kent Maddock memorial award was launched at Q Shelter's AGM in November 2022 and acknowledges **place-based alliances taking action to end homelessness and housing need.**

Winners of the 2023 Kent Maddock Memorial Award will be announced each year as part of our [CEO and Leaders' Forum](#) to remember the outstanding contribution Kent Maddock made to the lives of countless Queenslanders in his lifetime.

Kent Maddock
Memorial Award

[LEARN MORE](#)



Welcoming Alana Kanafa

We are pleased to announce the appointment of Alana Kanafa (she/her) to lead the [Community Housing Futures program](#) - a new capacity building program funded by Queensland Treasury and designed to support community housing providers achieve growth in housing supply.

Alana has over 10 years' experience in Community Housing and Homelessness Sectors and has a comprehension understanding of the Community Housing greater operating environment. Most recently, she worked for the South Australia Government Housing Authority in the Housing Partnerships Team which worked directly with all Community Housing Providers in South Australia.

Alana feels fortunate to work in an industry she is deeply passionate about and believes Community Housing Providers are pivotal in a healthy housing system. Alana has a Masters in Business Administration and a Diploma in Property Services.

Alana can be contacted (07) 3831 5900 Ext. +114 or via email alana.kanafa@gshelter.asn.au

Further recruitment is underway for the remainder of the team.



Spring Hill Community Day

This year's Spring Hill Community Day was a great success!

Thanks to the Spring Hill Planning Committee who have been working for the past six months to make the day special one for the Spring Hill community. The committee included people from Churches of Christ, Mission Australia, The Salvation Army, Brisbane City

Council, Bric Housing and Q Shelter.

More than 40 stall holders and volunteers participated on the day, with around 200 people visiting stalls, entertainment and services throughout the morning. Thanks to our friends from Bunnings who provided and cooked 300 sausage sandwiches in the first hour alone.



Gold Coast Homelessness Network

Following another successful Homelessness Symposium on the Gold Coast last month, Q Shelter caught up with Ryan O'Leary, Care Coordination Facilitator with the Gold Coast Homelessness Network about building a strong community network.

[READ MORE](#)

Training & Events



Feeling the Pulse on Housing Investment and Growth

Wednesday 19 April 2023, 2:00pm - 2:45pm. Free and online.

This is our regular discussion and learning exchange for community housing providers who are working on growth projects. It is intended to be an opportunity to exchange learning and also identify challenges and barriers with the view to finding solutions.

[REGISTER NOW](#)

NDIS Review Conversation

Friday 14 April 2023, 9:30am - 12:00pm. Free, Brisbane City.

As part of work to inform the NDIS review, Queenslanders with Disability Network (QDN) and Q Shelter are hosting a face-to-face Home and Living forum in Brisbane's CBD, for interested people with disability and community, housing and disability service providers.

On the 18 October 2022, Minister for the NDIS, Bill Shorten, announced an independent review to look at ways to make the NDIS more responsive, supportive and sustainable. This review includes housing and accommodation under the NDIS.

We want to work together to ensure that our input into the review can improve how the NDIS home and living supports deliver good outcomes that work for people with disability and the services that support them. Please join us to contribute your voice and experience and inform feedback to the NDIS Review processes.

[RESERVE YOUR PLACE](#)

Asset Managers' Network May 2023**Thursday 25 May 2023, 10:30am - 12:00pm. Free and online.**

Asset managers play a vital role in the sustainability of social housing and in the quality of housing assistance experienced by tenants. This meeting includes discussion, speakers, and an exchange of ideas and resources among asset managers to ensure they have access to collegial support, training, information, and tools to help their work.

[REGISTER NOW](#)

Q Shelter Regional Forum**Tuesday 20 June - Wednesday 21 June 2023. Hotel Grand Chancellor Brisbane.**

We are looking forward to welcoming our largest group of elected Regional Representatives and Service Integration Coordinators, with new regions and more representatives from housing and homelessness services across the state.

Invited guests will receive their access code to register for this two-day event so Q Shelter can accurately capture requirements.

We look forward to seeing you all in June.

[FIND OUT MORE](#)



Workforce Wellbeing

Mindfulness can be developed in many different ways. Dr. Amit Sood, the chair of the Mayo Mind Body Initiative, breaks up his week focusing each day on a different mindfulness thought:

- **Monday: Gratitude.** Find things to be thankful for throughout your day, and include them in your loving kindness meditation or a gratitude journal.
- **Tuesday: Compassion.** Set an intention to decrease any pain or suffering in others that you encounter throughout your day.
- **Wednesday: Acceptance.** Accept yourself as you are and others as they are; appreciate yourself and other people without trying to change them.
- **Thursday: Meaning and Purpose.** Think about your ultimate purpose in life, and where and how you find meaning.
- **Friday: Forgiveness.** Forgive yourself first, then extend your forgiveness to others for any past transgressions.
- **Saturday: Celebration.** Make sure to take a day to celebrate all the joy in your life and the lives of others.
- **Sunday: Reflection.** Reflect on your week, your month, your year, or whatever period of time makes sense to you at the moment. This can be accomplished through meditation, prayer, or simple awareness.

To learn more about mindfulness and find an approach that works for you, [check out our wellbeing resource page on The Deck](#), which has been loaded up with ideas to increase your mindfulness.

Responding to Vicarious Trauma

Our Vicarious Trauma roadshow, facilitated by Tere Vaka of Penny Gordon and Associates, started last week on the Gold Coast.

Feedback from participants included, **“This was an incredibly relevant and informative event that provided me with knowledge and skills that I can apply to both my personal and professional life”.**

Q Shelter is pleased to be offering more sessions across the state. Check out other locations via the link below, and [subscribe to our Eventbrite page](#) so you don't miss new locations as they are added!

Discounted rates for Q Shelter members, students and concession holders.

[LEARN MORE](#)



What is Vicarious Trauma?

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UDIA Build-to-rent



Tuesday 30 May 2023, 7:00am, Gold Coast.

Hot plated breakfast, tea, coffee and juice. Discount for UDIA members.

Q Shelter's Jackson Hills will be one of the key speakers at this UDIA Queensland event looking at the opportunities and challenges of build-to-rent projects for the Gold Coast region.

[FIND OUT MORE](#)

Job opportunities and resources

[Company Secretary, Q Shelter](#). Brisbane/remote

[Resident Liaison Officer, Brisbane City Council](#). Brisbane.

[Specialist Support Coordinator, Summer Foundation](#). Sydney and Brisbane.

[Homelessness Intervention Worker, Communify](#). Fortitude Valley.

Energy and Water Ombudsman Queensland is a free, fair and independent dispute resolution service. They help residents and small business customers across Queensland who have a problem with their electricity or gas providers, and those in Southeast Queensland with water issues too. [Brochures and resources are available to order from their website](#).

Service Integration

Rockhampton & Mackay



Q Shelter spent time in Central Queensland last month meeting with local and state government reps, housing and homelessness service providers and other key community groups.

There was lots on the agenda including future housing supply, partnerships with local government and some great innovations in the community which are bringing private enterprise, philanthropic interests and the community together to tackle homelessness. We

also discussed the need for greater care coordination support in what is a vast and varied region of need.

A big thanks to [Adam Klaproth](#) and [Anglicare Central Queensland](#) for helping us bring this important visit together.

Left to right: Jackson Hills, Carol Godwin, Adam Klaproth, Floyd Stephens

Tiny Homes Project. Whitsunday Regional Council has donated a block of land in Proserpine to build 4 Tiny Homes. A dedicated group of volunteers are working with Whitsunday Housing Company Limited (WHCL) to develop an awareness of our local immediate community needs. So far, we have raised over \$42,000. Whitsunday Housing Co are aiming to have the Tiny Homes completed this year. The tiny homes will be used to provide affordable housing for woman over 55 in the Whitsunday region. This is a pilot project that we hope will develop into further sites being available for future similar projects. [Learn more about the project in this article.](#)

The **Mackay Care Coordination Group** continues to meet fortnightly on every second Wednesday via Microsoft Teams. Please contact Yvonne.Harris@qshelter.asn.au for more information.

[And a huge congratulations to Community Accommodation Support Agency \(CASA\) on 40 years of supporting and strengthening households in the Mackay Region.](#) We are encouraged by your tireless commitment to serving the needs of your community.

Moreton Bay

The **Moreton Bay Housing & Homelessness Network** meets on the third Tuesday of every month. Members of the Network have formed the Reconnect 2023 Working Group.

Reconnect 2023. Save the Date: 1 June 2023. Reconnect brings together people experiencing homelessness in the Moreton Bay region to connect with services. It is also an opportunity for organisations to network with other services or programs in the Moreton Bay region.

Care Coordination. There are two care coordination groups meeting fortnightly in Moreton Bay. The Moreton Bay North Care Coordination Group meetings are facilitated fortnightly online via Teams. The Moreton Bay South Care Coordination Group meetings are hosted fortnightly in person at the Encircle Kallangur Neighbourhood Centre and online via Teams.

Q Shelter and the Moreton Bay Regional Care Coordinator will be presenting at QLD Health Metro North's Mental Health interagency workshop "The Future of Housing & Mental Health" on 19 April at the Brighton Wellness Hub. For more information on the workshop or planning to attend, please contact the Complex Care Coordinator sally.pearman@health.qld.gov.au

For more information about the Moreton Bay Housing and Homelessness Network, Reconnect 2023, or Moreton Bay Care Coordination Groups and possible referrals, please

contact the **Moreton Bay Regional Care Coordinator, Shane Frost** at mbcarecoordination@encircle.org.au

Brisbane

The South West Care Coordination Group continues to meet fortnightly on every second Wednesday via Microsoft Teams. If you are working with an individual or household who is homeless or at risk of being homeless with complex needs, please consider a referral into the SWCCG.

For more information please [contact Daniel Taber-Kennedy](#).

Child and family support services are an integral part of the human services framework. It was a privilege for Q Shelter's Care Coordination Facilitator Phil Smith to join the **Brisbane Local Level Alliance (LLA)** last week to discuss the intersection between this system and the housing and homelessness system, discuss our shared challenge of securing housing outcomes for vulnerable people, and also share some good wins and progress at the same time.

Thanks to [Kurbingui Youth and Family Development](#) and the wider team for the invite to [Q Shelter](#) to present on this. It was great to be joined by [Micah Projects](#), [Communify](#) and [Tenants Queensland](#) who all do incredible work in this space.

Redlands, Bayside & Southern Moreton Bay Islands

The next **SMBI and Redlands Community Hubs**:

- Russell Island Hub at the Recreation Hall **Wednesday 3 May**, 9am-1pm.
- Redlands Community Hub (NEW!) Tuesday 16 May, 9am-1pm, [Capalaba Place Hall](#)
- Macleay Island Hub at Community Centre Hall **Wednesday 14 June**, 9am-1pm.

Bayside Housing & Homelessness Network meets monthly, on the first Thursday. Join us from 10am to 12pm at Bayside Housing Centre, Shop 3/8-12 Dollery Road, Capalaba. For more information, please contact the Network Faciliator, Breanne Tukavkin at bree.tukavkin@qshelter.asn.au or call 0411 738 159.

The **Redlands Care Coordination** meetings will run every second Tuesday 10am to 12pm. Meetings are held at the Bayside Housing Centre, Shop 3/8-12 Dollery Road, Capalaba. Please contact Bree Tukavkin on 0411 738 159 or Bree.tukavkin@qshelter.asn.au for further details.

Please use these links if you need to access the [Care Coordination Consent Form](#) or the [Care Coordination Groups Referral Form](#).

Logan

The Logan region continues to focus on identify the current services who are funded to deliver **hoarding and squalor supports** and to identify further areas of need. Our next meeting will be held on 14 April 2023.

Logan's Care Coordination Group (CCG) meetings are continuing to flourish with the additional of new organisations. This has resulted in effective outcomes for clients referred to CCG and outstanding service collaboration. Current service participation includes representatives from both government and non-government housing and homelessness services as well as mental health services, health services, youth services, CALD services, aged care services, family services, DV services and employment services.

Meetings are held fortnightly in person at Access Community Services.

The **Logan Homeless Housing Network (LHHN)** recommenced on 30 March 2023. This is a space for housing and non-housing organisations to network, build relationships and provide current information about their services. It also provides opportunity for non-housing providers to learn more about the housing sector and services within Logan region. Venue to be confirmed.

For more information about LCCG, please contact Regional Care Coordinator [Rebecca Hinton](#).



Sector news

[How much would it cost to end homelessness? We've got the answer - Pro Bono Australia.](#)

[Rental crisis Qld: Premier 'seriously considering' introducing rental price cap](#) (behind paywall)

[Women majority of newly homeless, as ABS census data shows problem getting worse](#)

[Queensland tenants and social groups welcome proposal to limit rent increases to once a year](#)

[Census of Population and Housing: Estimating Homelessness, 2016 | Australian Bureau of Statistics](#)

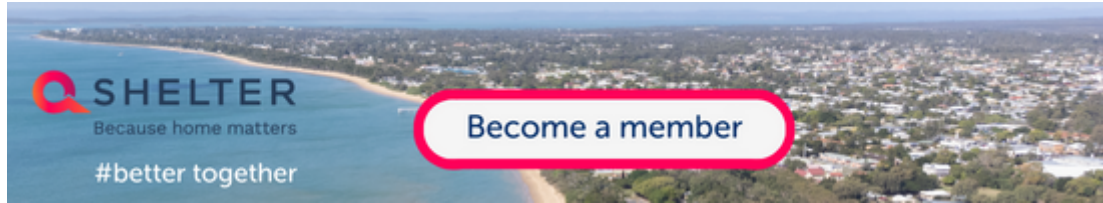
Yfoundation is calling on the Australian Government to develop a **National Child and Youth Homelessness and Housing Strategy** to end child and youth homelessness in Australia. [Learn more about the campaign, and add your name to their petition here.](#)



Quote

“We need to address the vulnerability of the rental market's reliance on individual investors through a structural shift towards build-to-rent developments.”

Q Shelter Executive Director, Fiona Caniglia



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