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## May Home Matters

### Leadership Team Update

#### Workplace wellbeing benefits us all

Being appreciated and feeling valued is key to staying motivated and productive at work. At an organisation level, improving the health and wellbeing of our workforce is good business practice – there is an abundance of research demonstrating the positive difference it can make to an organisation's bottom line, as well as the impact it can have on the morale and motivation of staff and volunteers.

My work allows me the privilege of speaking to people right around the state from the housing and homelessness sector. There are a few common themes that come up time and time again, one being workforce retention, with many people citing burnout among colleagues. As we face into some of the worst housing conditions our state has seen, it's not surprising that there are so many pressures negatively impacting staff and clients, which I believe makes the wellbeing of our workforce even more important.

At Q Shelter, we have recognised this and this year we have embarked on a program to support workforce wellbeing. While we can promote these resources and even encourage people to use them, it is imperative that sector organisations, and (more importantly) leaders within those organisations, create environments where employees are encouraged to actively use resources and strategies that promote personal wellbeing.

If you work for an organisation that is doing this well, [please let me know so that we can learn from you and share your story with the sector.](#)

We are operating in extremely challenging times, and it can be easy to focus on what is not working rather than what is. As a sector, we are so busy that we can for

get to recognise the progress we have made as individuals, and as organisations.

With that in mind, I encourage you to take some time to consider your 'business as usual' and reflect on the day-to-day wins. The small wins are often overlooked, but are wins nonetheless. I would love to hear about some that you or your organisation have had recently, whether big or small.

Let me highlight just a few of the wins that I have come across in regional visits over the past few months:

- **FEAT**, in Townsville, have a new CEO who has experienced success in attracting some wonderful candidates through their recruitment processes.
- **Sharehouse** in Townsville have a model of supported accommodation that is obtaining great outcomes for young people.
- **Yumba Meta** in Townsville have so many that I don't have the space to outline them all. Just one example is an unfunded program they run to tutor Indigenous school students, and they have recently expanded to Indigenous university students. Yumba Meta staff volunteer their time to support this initiative.
- In **Cairns** I had the privilege of supporting their **2023 – 2025 strategy workshop**, which produced strategies with consensus that are action focused and achievable.
- Some **councils** are gifting land to Community Housing Providers, some are providing other incentives to build, some are proactively supporting their staff to learn about homelessness and how to support people who are homeless or at risk of homelessness.
- Young people living in youth housing continue to inspire: despite the barriers they face many are continuing to pursue their educational development. They can do this because they are supported by amazing services with amazing staff.
- There is a volunteer group in Rockhampton called the **Shelter collective**, who are generating ideas, projects and funding to support the vulnerable in their community. They all have full-time jobs of their own and are a mix of individuals from the not-for-profit, government and private sectors.

These are just a few of the wins I am aware of, and I am certain that from the Gold Coast to Cairns and beyond there are many more happening right now. I am confident of this because of the people who work in our sector, a workforce that faces great challenges daily, which they overcome through commitment and intelligence, leadership and passion, collaboration and determination, resilience and kindness.

What are [some of your wins that you'd like to share?](#)

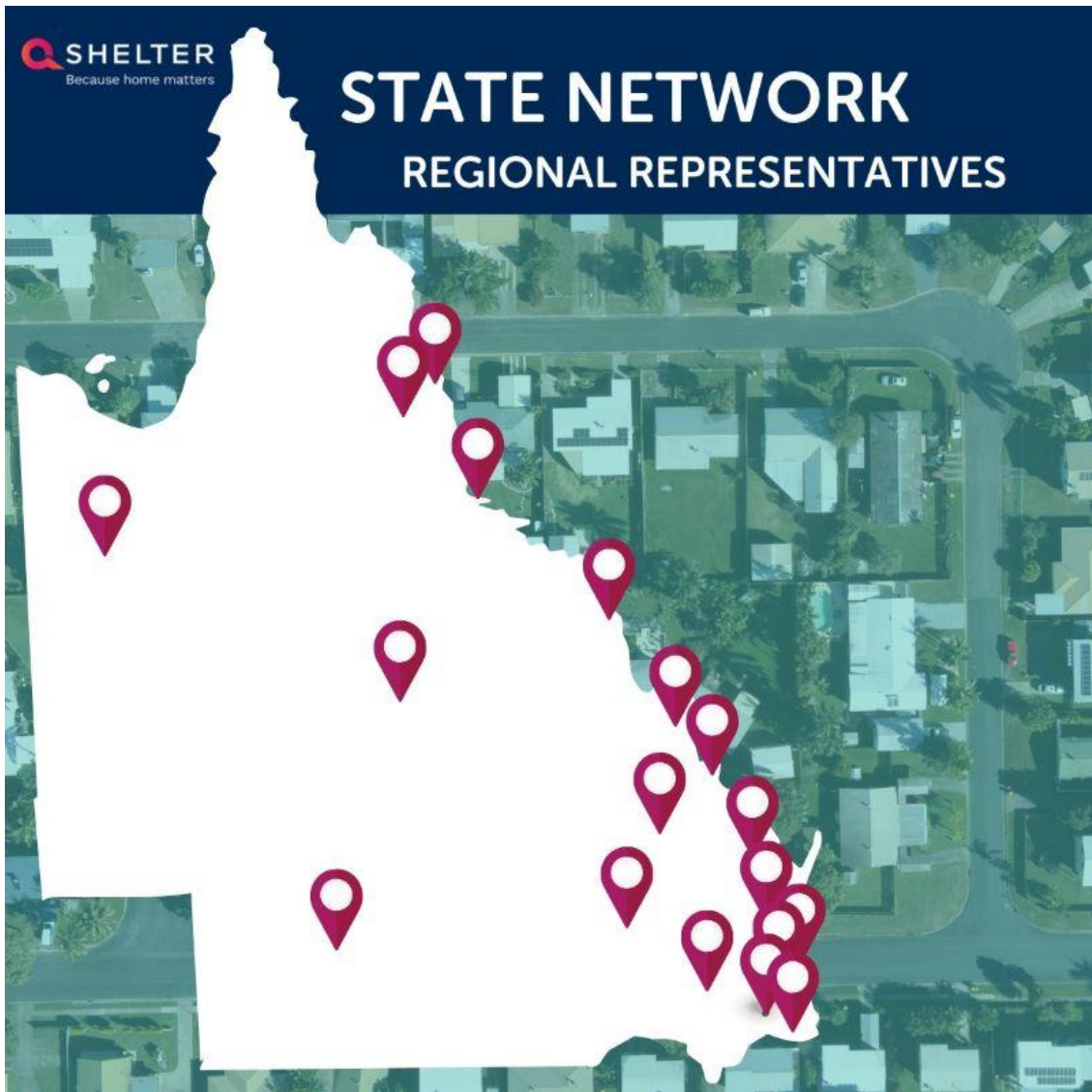
Kind regards,



**Floyd Stephens**  
Manager Capacity and Integration



## Regional Representatives



Q Shelter looks forward to hosting the Regional Representatives from its state-wide network again on 20-21 June in Brisbane.

Last year, 35 representatives came together from 16 different regions, and the network has grown even further this year. Our Regional Representatives gather to discuss place-based housing and homelessness challenges and opportunities specific to their regions. Together, we present these findings to government.

You can [find out more about our regional representative program on The Deck](#).



## New ABCB Support Materials for Livable Housing Design

Last month, the Australian Building Codes Board (ABCB) [released two new publications to support understanding of the new livable housing design provisions](#) in the 2022 National Construction Code.

Livable housing includes features that better meet the needs of the community, including for older people and people with mobility limitations. The [ABCB Handbook for Livable Housing Design](#) provides practitioners with guidance material, including diagrams, tables and examples, to enhance their understanding and application of the livable housing provisions.



## Submissions Close Soon for Feedback on Rental Law Changes

All Queenslanders are encouraged to have their say on the proposed Stage 2 Rental Law Reforms by **5.00pm Monday 29 May 2023**. You can [use the online survey or provide a written submission](#).

The Queensland Government's [Stage 2 Rental Law Reform Options Paper](#) outlines the proposed changes, which include:

- installing modifications
- making minor personalisation changes
- balancing privacy and access
- improving the rental bond process
- fairer fees and charges.

On the same day as the government announced the reform, Parliament passed legislation to limit rent increases to once every 12 months from 1 July 2023. The Residential

Tenancies Authority (RTA) administers rental legislation in Queensland, and you can [learn more about the rental increase frequency change on their website](#).



## Homes for Homes Expands into Queensland

Thanks to a recent legislation change, Queenslanders can now register their property with Homes for Homes and help create social and affordable housing in their state.

Homes for Homes is a simple promise that, whenever a home sells, 0.1% of the sale price will be donated to help build homes for those in need.

Recent amendments to the *Housing Act 2003* by the Queensland Government will allow a donation deed to Homes for Homes to be recorded on a Queensland property's land title via an Administration Advice, in lieu of the caveat that is used in other states (in Queensland, caveats lapse every 90 days). Registrations are voluntary and donations are tax-deductible.

Homes for Homes has granted over \$1.4m in funding to 17 projects across Victoria, NT, Queensland, NSW, WA and ACT. [Learn more about how Homes for Homes works from their website](#).



## Kent Maddock Memorial Award



Nominations are now open for the inaugural Kent Maddock Memorial Award. If you know of a place-based alliance taking action to end homelessness and housing need, please nominate today. The award will be announced at our CEO and Leaders' Forum in November.



## Workforce Wellbeing



# Flow



This month, we're exploring flow, what it is, and how finding yours can support your wellbeing.

Flow is an optimal state of consciousness where we feel and perform at our best. More specifically, the term refers to those moments of total absorption, when an individual becomes so focused on what they're doing that everything else just disappears, and all aspects of performance are significantly amplified.

You can see flow on faces of athletes in the 'zone', artists who are fully absorbed in their work, and on those of us curled up with a great book. We can find flow states in all types of activities, activities of extreme exertion and extreme relaxation. No matter how you find your flow, we are filled up a little more every time we spend time in flow.

If you want to experience more of this for yourself, try starting with these two simple questions: 'Where do I find flow?' and 'How can I spend more time in that flow state?'

You can find [more about flow and other wellbeing resources on The Deck](#). We update it every month, so keep checking in.



## Training & Events

## National Shelter & CHIA Special Budget Briefing



At this free, online forum, the CEOs from National Shelter and CHIA, Emma Greenhalgh and Wendy Hayhurst, will provide an overview of the housing announcements and implications from the 2023-24 federal budget. There will be an opportunity to provide input to phase 2 of the consultations of [Measuring What Matters](#), the federal government's national framework.

**REGISTER NOW**

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## May Learning Exchange: Community Housing Futures

**Tuesday 9 May 2023, 2:00pm - 3:00pm. Free and online.**

Learn about the Community Housing Futures Program, a collaboration between Aboriginal and Torres Strait Islander Housing Queensland, CHIA Qld, and Q Shelter.

Meet with the Community Housing Futures Program newly appointed team, learn more about the programs objectives, stages and milestones, and find out how to be a part of the program.

**REGISTER NOW**

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## Cross-Sector Networking Event



**Tuesday 20 Jun 2023, 5:00pm - 6:30pm. Hotel Grand Chancellor Brisbane.**  
**Members \$65, Non-members \$85 (excluding GST)**

Q Shelter is excited to host our housing and homelessness, and cross-sector colleagues at the Grand Chancellor Courtyard. Join us for a drink and canapes in this lovely setting overlooking Brisbane.

[REGISTER NOW](#)

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## May Asset Managers' Network Meeting

**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. Their role is challenging and essential to the success and viability of housing provision. 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](#)

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## RTA: Rental Law Changes

**Wednesday 17 May 2023 10:00am - 11:15am, or 1:00pm - 2:15pm. Maryborough.**



The RTA is delivering free information sessions on the upcoming rental law changes around minimum housing standards. This is a great opportunity to learn and ask questions about the key changes impacting Queensland's residential rental sector.

You can find out more, register and access recordings of the webinar through the button below.

FIND OUT MORE



## Job Opportunities

[Casual Tenant Service Workers, Micah Projects](#), South Brisbane.

[Community Development Manager, Coast2Bay Housing](#), Maroochydore.

[Lifestyle Support Worker, Communify](#), Brisbane.

[Service Manager - Community Care - Home Maintenance, Anglicare](#), Brisbane.

[Tenant Specialist, Summer Housing Ltd](#), Brisbane.

[Housing Advice Line Specialist, Summer Foundation](#), flexible location.

## Service Integration

### Brisbane

Earlier this week Q Shelter's Daniel Taber-Kennedy and Floyd Stephens were invited by Dr Shane Warren to be guest lecturers for QUT's third-year Social Work students. They had the privilege of sharing about Q Shelter, with a focus on the real-world scenarios associated with participatory community development practices.



Floyd Stephens, one of QUT's third-year Social Work students,  
Daniel Taber-Kennedy and Dr Shane Warren

The South West Care Coordination Group (CCG) meets 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](#).

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## Logan

Logan's face-to-face meetings are continuing to flourish with the addition of new organisations into Logan Care Coordination where an area of need is identified. 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 as well as mental health services, health services, youth services, CALD services, aged care services, family services, DV services and employment services.

Meetings are run fortnightly on a Tuesday and are held in person at **Access Community Services**. The next meeting will be **Tuesday 16 April 10.00am to 12.00pm**.

The next Logan Housing Homelessness network (LHHN) will be held on **22 June 2023**. The LHHN 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.

For more information about LCCG, please contact Regional Care Coordinator [Rebecca Hinton](#). Referrals can be sent to [logancc@qshelter.asn.au](mailto:logancc@qshelter.asn.au).

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# Mackay

**Mackay Care Coordination Group** continues to meet every second Wednesday at Mackay Housing Service Centre, with an online Teams option. Next meeting will be 17 May 1:30pm to 3:00pm. Please contact [Yvonne.Harris@qshelter.asn.au](mailto:Yvonne.Harris@qshelter.asn.au) with any questions or for more information.

The **Community Accommodation Support Agency (CASA)** [Homeless Expo this year is on Thursday 8 June from 10am to 1pm](#), in the undercover basketball area of CQU Mackay Campus, in Sydney Street. The day will feature housing providers, medical services, flu vaccinations, community services, haircuts, blankets, tea, coffee and food.

**Safe Sleep Mackay** is actively fundraising to secure three Sleepbuses for the Mackay Region. We need to raise \$100,000 for each bus to get a spot in the production queue. Each Sleepbus will provide up to 20 beds for those sleeping rough, as a free service to get a good and safe night's sleep.

They've already raised enough for their first Sleepbus and are now actively fundraising for a PINK bus. This will be operated by an all-female volunteer team, removing a barrier to vulnerable women and their children seeking a safe place to sleep.



You can help fundraise by either donating through the QR code link, or spreading the word (and links) through your networks.

Thank you for your support.



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## Redlands, Bayside & Southern Moreton Bay Islands

### Redlands Community Hubs

We are excited to announce our Community Services sector has come together to give you one spot that to come together each month to discuss housing concerns, financial concerns, any support with mental health, alcohol and other drugs, health, personal or family concerns.

We will have morning tea, emergency relief food and clothes, and much more. Check our flyers below for all the dates, times and venue. We look forward to seeing you there.

### SMBI Community Hub Events

Click the flyer below for up-coming dates, and find more information at [the SMBI website](#).

We will have a huge variety of services attending these hubs and hope it's a one stop shop to assist you with different aspects of your life.



**Redlands Community Hubs**

**DATES THESE EVENTS WILL BE ON**  
TUESDAY 16TH MAY  
TUESDAY 27TH JUNE  
TUESDAY 25TH JULY  
TUESDAY 22ND AUGUST  
TUESDAY 19TH SEPTEMBER  
TUESDAY 17TH OCTOBER  
TUESDAY 28TH NOVEMBER  
TUESDAY 12TH DECEMBER  
9 am to 1pm

**SERVICES YOU CAN CHAT TO**  
Housing and Rent Connect  
Youth  
Families  
NDIS  
AoD  
Health  
Mental Health  
Women and Men

**FOR FURTHER INFORMATION CONTACT**  
BREE TUKAVKIN  
BREE.TUKAVKIN@QSHELTER.ASN.AU  
0411738159

Capalaba Place  
Capalaba Library  
14 Noeleen Street, Capalaba

Logos: Dependable, Redlands Community Centre, QuINN, NDIS, Careers QLD, Maybank Association Inc., Redland City Council, Maple Plan, MICHAN PROJECTS, Silky Oaks, Queensland Government, APPLIED ABILITIES, Homeless Link, Wesley Mission, Footprints Community, QSHELTER, NIGHT NINJAS.

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**2023 SMBI Community Hubs**

**MACLEAY ISLAND**  
WEDNESDAY 22ND FEBRUARY  
WEDNESDAY 5TH APRIL  
WEDNESDAY 14TH JUNE  
9AM TO 1PM  
MACLEAY ISLAND COMMUNITY CENTRE HALL

**RUSSELL ISLAND**  
WEDNESDAY 6TH MARCH  
WEDNESDAY 3RD MAY  
WEDNESDAY 28TH JUNE  
9AM TO 1PM  
RUSSELL ISLAND RECREATIONAL HALL

**PLEASE COME AND JOIN US FOR THE SMBI COMMUNITY HUB EVENTS**

**WE WILL HAVE SERVICES AND SUPPORTS FROM THE FOLLOWING SECTORS**  
HOUSING  
YOUTH  
CHILDREN  
FAMILIES  
MENTAL HEALTH  
AGED CARE  
NDIS

**FOR FURTHER INFORMATION CONTACT**  
BREE TUKAVKIN  
BREE.TUKAVKIN@QSHELTER.ASN.AU  
0411738159  
HILTON TRAVIS  
PRESIDENT@SMBILISTENERS.ORG.AU  
044482949

**MORE INFORMATION ABOUT THESE HUBS CAN BE FOUND**  
[HTTPS://SMBI.COMMUNITY/HUBS](https://smbi.community/hubs)

QR code and logos: Maple Plan, Queensland Government, Dependable, BlueCare, MICHAN PROJECTS, Footprints Community, QSHELTER, SM91 LISTENERS INC., Redland City Council, Applied Abilities, Homeless Link, Wesley Mission, Careers QLD, Maybank Association Inc., NDIS, QuINN, Silky Oaks, Night Ninjas.

**Bayside Housing & Homelessness Network** meets monthly, on the first Thursday. Join us for our next meeting on **4 May from 10am to 12pm** at **Bayside Housing Centre**, Shop 3/8-12 Dollery Road, Capalaba.

The **Redlands Care Coordination** meetings run every second **Tuesday 10am to 12pm**, and the next meeting is **9 May 2023**. 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](mailto:Bree.tukavkin@qshelter.asn.au) for more detail.

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

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## Townsville

As the Townsville Regional Care Coordinator, I am here to assist workers to develop their knowledge of the housing and homelessness sector, and to make connections. As part of this, I am now co-locating with Regional Housing Pty Ltd and Althea Community Hub on a fortnightly basis.

We conducted a workshop regarding Vulnerable Youth in the Townsville region with participants from government departments, housing and homelessness youth providers, and other NGOs. As a result, the forum agreed to collaborate more, develop ongoing relationships and to have higher engagement with young people.

**Care Coordination Groups** continue to operate and are now held weekly to ensure that participants are getting the best support while seeking sustainable housing outcomes.

The Townsville **Housing & Homelessness Network** are preparing for the Q Shelter Regional Representatives forum in June. Together we are working on identifying our priorities for the next year so we can strongly advocate for the needs of our community.

You can contact me at [Emily.Mussap@qshelter.asn.au](mailto:Emily.Mussap@qshelter.asn.au) for more detail.



## Sector News

[Brisbane rents rose by \\$150, and under one per cent are affordable for welfare recipients - ABC News](#)

[National housing peak welcomes housing announcements from National Cabinet - National Shelter](#)

[St Vincent De Paul helping desperate renters leave Noosa as expensive rents climb higher - ABC News](#)

[Rental crisis: Greens to block \\$10b Housing Australia Future Fund unless states forced to freeze rents - Sydney Morning Herald](#)

[Explained: How Australia's property obsession is damaging the entire economy - Sydney Morning Herald on YouTube](#)



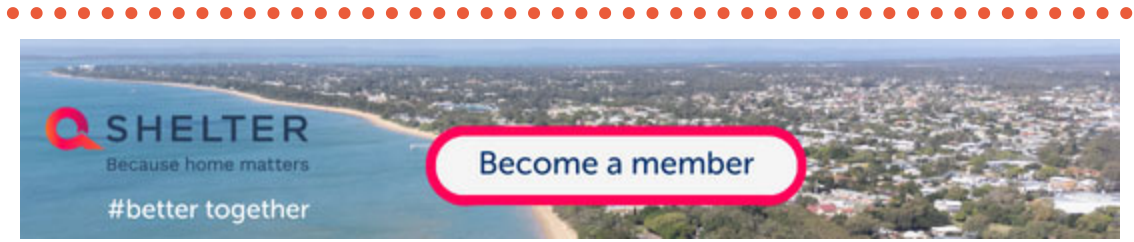
## Quote

“The National Housing and Homelessness Plan needs to include workforce development and sector capacity, and lead to resourcing of



the sector that reflects the full cost of service delivery, adequately paying staff, as well as attracting and retaining a professional workforce.”

[Emma Greenhalgh, National Shelter CEO.](#)



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