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August Home Matters

**LATEST
UPDATE**

Yesterday morning, Queensland's Deputy Premier announced a target of 20% social and affordable housing as part of [the draft South-East Queensland Regional plan](#). Q Shelter welcome this as a great first step. We look forward to unpacking how these targets will be monitored to ensure they deliver their intended outcomes of more homes for the most vulnerable Queenslanders.

The draft Plan is now open for community consultation, and as always, Q Shelter will connect with our members and stakeholders to represent the sector. You can [read our full media statement on our website](#).



Q Shelter Executive Director, Fiona Caniglia, speaks at the launch of the SEQ Regional Plan. Also in the photo: Planning Institute of Australia (Qld) CEO, Nicole Bennetts, Queensland Conservation Council Director, David Copeman, Deputy Premier the Hon. Steven Miles, and Brisbane Lord Mayor, Adrian Schrinner.

Sector Capacity & Service Integration

August already, can you believe it?

Last time I wrote the introduction for Home Matters, I spoke about wins and how important it is to celebrate each one. I also spoke about wellbeing, and in July, Q Shelter commenced a new program of work called ...

Workforce Connect

This program is a response to a number of conversations our team has had with people from the sector about the challenges associated with recruitment and retention. This program of work is intended to improve long-term attraction and retention of the workforce within Queensland's housing and homelessness industry.

I want to acknowledge the support we have received in operationalising this program. The **Queensland Housing and Homelessness Peaks Partnership** has been critical in this, and will continue to provide a crucial role throughout.

The program resourcing is also supported by Homelessness Queensland, and we've been happy to have Rachael Morgan-Besser working from the Q Shelter office one day a week to boost the impact of our collaboration on this project.

Project Objectives

Developing and delivering a wellbeing framework to support the attraction and retention of the housing and homelessness workforce in Queensland.

Developing resources to support the promotion of employment opportunities in the housing and homelessness workforce in Queensland with the goal of attracting people to the industry.

Investigating a certificate qualification to support the entry of people with lived experience of housing need and homelessness into the industry.

Over the next 12 months, we want to connect with workers at all levels within your organisations to hear their opinions, ideas, and experiences as we know the best way to achieve the goals of this project is to hear from people who are doing the work. Our plan to engage with the sector will involve:

- Surveys
- Interviews
- Consultations/focus groups

If you would like to be involved, please contact the [Workforce Connect Project Team at workforce-connect@qshelter.asn.au](mailto:workforce-connect@qshelter.asn.au).

A few quick updates

Q Shelter has [welcomed a number of new staff recently](#), and we feel privileged to attract such high-quality people. Welcome to Kym Musumeci, Regional Care Coordinator in Townsville; Rachel Gallagher, Policy & Strategic Engagement Officer; and Maya Glassman, Project Officer in the Sector Capacity team.

We launched an [Introduction to Trauma Informed Care eLearning module](#) at the end of July, which is a testament to perseverance, collaboration and wellbeing. I acknowledge our sector colleague, Sally Faux, who played a significant role in this piece of work.

Then towards the end of next week, we'll launch our next big learning milestone: a nationally accredited, leadership and management diploma. Look out for launch dates and details coming soon, but [you can register with us now if you'd like to know more](#).

Q Shelter commenced a Peer Leadership program in June, which will run for 8 weeks. Jon Eastgate is facilitating these sessions at our office in Spring Hill and the sessions have been well attended.

We are proud to partner with the University of Queensland, Brisbane Housing Company, Youth and Family Services and Challenge DV in this year's [UQ Ventures challenge](#). UQ students from all faculties are collaborating to innovate new ideas to create affordable and sustainable housing solutions for all Australians.

Recently a number of services delivered a session to inform real estate agents of services and supports that are available to them when they have clients who are at risk of losing their tenancy. This is one of many things our sector does that goes unrecognised and unfunded, but we do it because of our dedication to supporting clients. I must give a big shout-out to Wesley Mission, YFS, KENG, SSI and Q Shelter's own Bec Hinton for delivering a collaborative, informative and important piece of work.

Wins

There have been a number of announcements about new builds and purchase in recent months. One that I was informed of recently is Yumba Meta's Karingal facility, which recently received operational funding. Congratulations Dushy and your team!

I'd love to hear about your wins and highlight the excellent work that is being undertaken right across the state. Please [share them with us](#).

Kind regards,



Floyd Stephens
Manager Capacity and Integration

New housing policy research from AHURI

Last week, AHURI released [the final report from their research into housing practices for 'precariously housed individuals](#) in, or approaching, retirement'.

FINAL INQUIRY REPORT

PEER
REVIEWED

FINAL REPORT NO. 406

Inquiry into housing policies and practices for precariously housed older Australians



The research mapped the increases or decreases in populations of older, low income households across Australia and predicted changes to 2031, by geographical areas. The report shows around 40 per cent of lower income older Australians (aged 50 and older) in Queensland are in privately rented homes, and that by 2031 across Australia, an estimated 440,000 older households will be unable to find or afford suitable housing.

The research report found (among other things) that lower debt options – such as shared equity and land lease mortgages – could deliver home ownership for more older Australians, and that regional living may provide more affordable housing for older Australians provided there is appropriate investment in appropriate services.

Rent Increase Frequency Limits

Consultation on [the Queensland Government's discussion paper](#) to attach rent increase frequency to properties rather than individual tenancies **closes on 11 August**. The aim is to effectively stabilise rents in the private rental sector.

You can provide feedback through the [Renting in Queensland website](#), or by email to rentingqld@chde.qld.gov.au.

Live Like Her Challenge

More than **40,000** women over 55 are homeless in Queensland



1/2

of single older women renters spend more than **30% of their income on rent**

35%

of women aged 60-64 have **NO superannuation**

48%

of women aged 45-64 have less than **\$40,000 in superannuation**

2/3

of single women on the age pension have less than **\$50,000 in assets**

To help change the lives of homeless women over 55, the **Live Like Her Challenge** are urging Brisbane to come together this September. By living in your car for one night you can raise money to help fund The Forgotten Women’s mission to provide fit-for-purpose housing for women over 55 years of age who are experiencing homelessness.

Get behind the challenge by [taking part, donating, or promoting it with your networks](#).



Join us at National Housing Conference



Tickets are selling fast for [this year's National Housing Conference](#), but if you can't make the entire conference, you can register as a virtual attendee, and there are individual day registrations available as well.

Come and chat to the Q Shelter team at our stand or find us in the Networking Lounge.

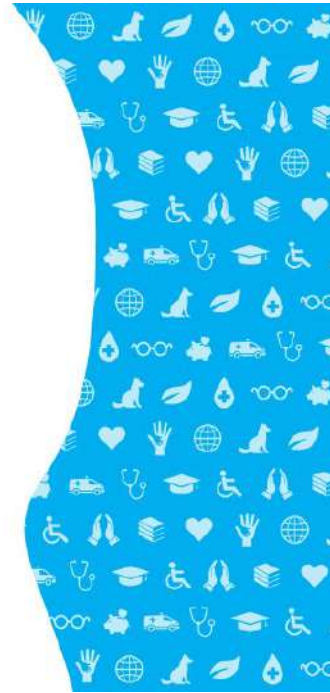
Sunshine Coast Housing & Homelessness Action Plan

The Sunshine Coast are the latest local government to develop and launch a [combined Housing and Homelessness Action Plan](#). The plan focuses on five key activities to improve the local housing response:

- delivery
- facilitation
- advocacy
- building capacity
- building our knowledge.



State of the Sector Report



Australian Charities Report

9th edition

The [most recent ACNC Australian Charities Report](#) gives us a snapshot of the not-for-profit sector, mapping its size and scope, illustrating the contribution of Australia's charities to the economy and to communities locally and overseas.

The report is based on data reported to the ACNC (Australian Charities and Not-for-Profit Commission) in 2021, so is influenced by the impact of the pandemic in that year. It's still interesting reading and helps to understand some of the challenges and successes.



Wellbeing: Gratitude & Optimism



This month we are learning about gratitude and optimism. It should not surprise too many people to find these topics in our wellbeing list.

Our family and community prompt us from an early age to be grateful, and they tell us to say 'please' and 'thank you'. Gratitude was the context in which we first explored empathy and an understanding of others.

[This month we are going to learn how to better acknowledge and highlight our own gratitude](#), and how this helps us to become more optimistic, appreciative and hopeful. An outlook that will certainly improve wellbeing, and may just rub off on those around you.



A dark blue banner for Homelessness Week 2023. The text is in various colors: 'HOMELESSNESS' in green, 'WEEK 2023' in blue, 'It's time to end homelessness' in white and pink, 'On any given night, 122,500 Australians are without a home' in white, and 'Support Homelessness Week 2023 7-13 August homelessnessaustralia.org.au' in yellow and white.



Training & Events

NEW: Workforce Wellbeing & Trauma Informed Care

Free, online, self-paced.

We're excited to launch these two new online training modules. Using a trauma informed practice approach, we look to establish supports for self-care, for all staff, volunteers and stakeholders. Housing and homelessness services are increasingly adapting trauma informed responses that understand the impact of trauma on a person.

- Understanding trauma
- The impact of trauma
- Approaches that support recovery
- Origins of Trauma Informed Care
- Implementing Trauma Informed Care in your team or organisation

We believe it will help grow your skills and support the development of trauma informed practices in your organisation.

[FIND OUT MORE](#)

Feeling the Pulse: Community Housing Futures

Wednesday 9 August 2023, 2:00pm - 2:45pm. Free and online.

Feeling the Pulse is a regular learning exchange for Community Housing Providers. This session is a 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](#)

Asset Managers' Network Meeting

Thursday 24 August 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](#)

Foundational Residential Tenancies Training

Tuesday 12 August 2023, 9:00am - 12:00pm. Free and online.

For those new to managing residential tenancies and who want to refresh their understanding of residential tenancies legislation. Q Shelter and the RTA have partnered to deliver training for staff from Community Housing Providers and Specialist Homelessness Services.

This training is suited for support workers and tenancy managers. Please email events@qshelter.asn.au if you are experiencing any barriers registering.

[REGISTER NOW](#)

Interested in Leadership Management training?

Q Shelter's Sector Capacity team are working on a nationally accredited, diploma-level leadership and management training that would run online for 12 months. Our first round is close to capacity, but we invite anyone who is still interested in finding out more or completing such a course in 2023/24 to register your interest with us today.

[EXPRESS YOUR INTEREST](#)

Kent Maddock Memorial Award

Kent Maddock
Memorial Award

[LEARN MORE](#)



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.

Job Opportunities

**WE ARE
HIRING!
JOIN OUR TEAM**

WORKFORCE CONNECT

Q SHELTER
Because home matters

PRODUCT DEVELOPMENT SPECIALIST
Full-time contract

- ✓ Conduct research and develop solutions to meet sector needs and program deliverables
- ✓ End-to-end development of products to support sector workforce wellbeing, attraction and retention
- ✓ Tertiary qualifications in human services, training development, teaching or business
- ✓ A strong project manager who delivers complex projects on time

APPLY NOW Full details on our site

[Operations Manager, Jacaranda Housing. Brisbane.](#)

[Tenant Advice Worker, Q STARS, Tenants Queensland. Logan.](#)

[Housing Program Manager, BABI Youth & Family Service. Wynnum.](#)

[Manager Operations, Emmanuel City Mission. South Brisbane.](#)

Service Integration

Brisbane

The South West Care Coordination Group (SWCCG) 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](#).

Logan

Logan's face-to-face meetings continue to flourish with the addition of new organisations into Logan Care Coordination as areas of need are identified. This has resulted in effective outcomes for clients referred to Care Coordination and outstanding service collaboration.

Current service participation includes representatives from both government and non-government housing and homelessness services, as well as mental health, health, youth, CALD, aged care, family, domestic violence and employment services.

Meetings are held fortnightly on a Tuesday, in person at **SSI Logan**. The next meeting will be **Tuesday 8 August, 10.00am to 12.00pm**.

For more information about Logan region activities, please contact Regional Care Coordinator [Rebecca Hinton](#). Referrals can be sent to logancc@gshelter.asn.au.

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 **9 August 1:30pm to 3:00pm**. Please contact Yvonne.Harris@gshelter.asn.au with any questions or for more information.

Moreton Bay

The **Moreton Bay Housing & Homelessness Network** meets on the third Tuesday of every month. Future meetings will continue to hold service information sessions to build sector capacity within the Moreton Bay region.

For information on the Moreton Bay Housing & Homelessness Network please contact the [Moreton Bay Regional Care Coordinator, Shane Frost](#).

In Moreton Bay the two Care Coordination Groups are continuing to operate fortnightly as normal.

- The **Moreton Bay North Care Coordination Group** meetings are facilitated fortnightly only 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.

For more information regarding the Moreton Bay Care Coordination Groups and possible referrals, please contact the [Moreton Bay Regional Care Coordinator, Shane Frost](#).

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 where each month you can discuss housing concerns, finances, 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 at the **Capalaba Library, Noelene Street Capalaba, 9am to 1pm on Tuesday 22 August**.

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 26TH 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 Noelene Street, Capalaba

Logos: Dependable, Redland Community Centre, MWHN, Queensland Government, NDIS, Carers QLD, Maybank Association Inc., Redland City Council, maple plan, MICAH PROJECTS, Silky Oaks, Queensland Government, AFFORD ABILITIES, wesley mission, footprints community, QSHELTER. PRINTED BY KIM RICHARDS MP OFFICE.

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 8TH 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
 04682955

MORE INFORMATION ABOUT THESE HUBS CAN BE FOUND
[HTTP://SMBI.COM.AU/RUSS](http://smbi.com.au/russ)

Logos: maple plan, AFFORD ABILITIES, Dependable, BlueCare, Queensland Government, MICAH PROJECTS, Redland City Council, footprints community, QSHELTER, SMBI LISTENERS INC.

The **Redlands Care Coordination** meetings run every second **Tuesday 10am to 12pm**, and the next meeting is **15 August 2023**. Meetings are held at the Bayside Housing Centre, Shop 3/8-12 Dollery Road, Capalaba.

Bayside Housing & Homelessness Network meets on the first **Thursday** of each month.

Join us for our next meetings on **3 August and 7 September from 10am to 12pm at 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 more detail.

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

Townsville

Kym Musumeci has joined the Q Shelter team as Care Coordination Facilitator for Townsville, in the Service Integration team.

Kym is returning to the housing need and homelessness sector after ten years working in youth justice. It's the prospect of working back in the community services sector to collaborate and solve problems for people in need that attracted Kym to the role with Q Shelter.



"I'm really looking forward to meeting as a community, and working together with other agencies to make a positive impact for families facing homelessness."

Regional Queensland is Kym's home turf – born in Charters Towers and growing up in Mount Isa before moving to Townsville, she has also worked in secondment roles in Ingham, Mount Isa and Palm Island. She has called the Townsville community home with her husband and two sons for more than 25 years now, and she's a regular volunteer at the local rugby league carnivals, when she's not at home trying out a new recipe in her new Thermomix.

Care Coordination Groups continue to operate to ensure that participants are getting the best support while seeking sustainable housing outcomes. Please contact Kym.Musumeci@qshelter.asn.au for more details.

Sector News & Articles

[Solar panels on public housing could save eager tenants more than \\$500 a year - ABC News.](#)

[Queensland ex-residential youth care worker says she received very little training - The Guardian.](#)

[Michael Pascoe: 'I found the missing housing – half a century of it' - The New Daily.](#)

[Developers now building apartment blocks specifically for renters - 7 News](#)

[Affordable housing 'a cost to the developer' says NSW planning minister - ABC News.](#)




Quote

“The Peaks Partnership brings us all together so we can collaborate, and share the best ideas and the best of our work.”

Neil Willmet, CEO Aboriginal and Torres Strait Islander Housing Queensland.



Q Shelter acknowledges Australia's Aboriginal and Torres Strait Islander peoples as the traditional owners and custodians of the lands where we live, learn and work. We pay our respects to their Elders, both past and present.



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