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July Home Matters

Policy & Engagement

First Nations Housing & Homelessness Action Plan

In the recent State budget, \$128 million was announced to improve housing outcomes for Aboriginal and Torres Strait Islander Peoples, including funding to roll out the second First Nations Housing Action Plan. The Plan, which will be coordinated with Aboriginal and Torres Strait Islander Housing Queensland, aims to address supply and support in Queensland's 18 remote and discrete communities.

A consultation process is underway. You can [have your say by completing the online survey](#) or you can attend a Yarning Circle at various locations across the state.

Consultation is open to all Queenslanders, including submissions from organisations, but perspectives of First Nations peoples will be prioritised. You can find out more on the [Our Place Action Plan website](#).



Regional Representatives Forum

In mid-June, Q Shelter, along with the Peaks Partnerships, held some of its key standing engagement mechanisms, in Brisbane. [The Regional Forum brings together representatives](#) from over 19 regions across Queensland for two days to discuss housing and homelessness issues and solutions. These are then packaged and presented to State

Government representatives via a communique process for consideration.

At this year's forum, discussions included: Housing supply, tenancy sustainment, organisational viability and workforce, future of specialist homelessness services, the private rental market, and dignity services. On day two of the forum, we hosted the Department of Housing Queensland for an important exchange of ideas. We would like to sincerely thank Mark Wall, Chantal Raine, Sharon Kenyon, Liza Windle, and their respective teams, for their active participation in this process. It was a very respectful and important discussion.

Peaks Partnership CEO & Leaders' Forum

Following the forum, we held our Peaks Partnership CEO & Leaders' Lunch with over 230 attendees from housing and homelessness organisations, sector partners, academia, the development industry, and all levels of government.

We had some great contributions from new Housing Minister, Meaghan Scanlon MP; Deputy Director General – Planning, Tess Pickering; and General Manager, Economic Development Queensland, Debbie McNamara. The lunch set the scene for a constructive second half of 2023, with a full housing and homelessness agenda to work to.

2032 Legacy

Consultation on the draft legacy plan for the 2032 Olympic and Paralympics closed recently. Q Shelter strongly believes the Legacy Plan must seize the opportunity to secure more social and affordable housing, as other cities have. We must learn from places like Glasgow, which ensured a social and affordable housing legacy from the Commonwealth Games village, and better recent examples in our own backyard, where we may have missed the opportunity to do just that.

As such, Q Shelter, along with a collection of other peak and industry bodies, is calling for the establishment of a 'Queensland Housing Trust' that would capture value from the procurement of goods and services related to the Games while also providing a vehicle for community and business investment to help solve the housing crisis.

You will hopefully hear more about this idea over the coming months as the final legacy plan comes together. We thank those in our network who have helped promote this idea for consideration by the Legacy Committee. You can [read about the Committee's progress on their website](#).

On behalf of Q Shelter, I want to thank all those from across the wider housing system who are working with us, on a range different projects, to help ease housing stress and solve homelessness. I think we all share the vision of a future where every Queenslanders has a home.

Kind regards,



Jackson Hills
Manager Policy & Strategic Engagement

Free training: Responding to Domestic and Family Violence

With one in four women having experienced emotional abuse and one in six physical abuse by a current or former partner, it is perhaps unsurprising that domestic and family violence (DFV) was the most common reason people sought help from specialist homelessness services during 2021-22.

Q Shelter, in partnership with the Real Estate Institute of Queensland and SafeHome Alliance, has produced an online, interactive, self-paced course for real estate professionals who wish to improve their practice as it relates to domestic and family violence.

When we asked **Antonia Mercorella**, CEO of The Real Estate Institute of Queensland (REIQ) whether there was a part for the real estate industry to play in DFV prevention, her response was definitely in the positive: “For those in the middle of an intensely emotional cycle of abuse, an external objective party such as a property manager overseeing a tenancy can be a lifeboat.”

“By being aware of what to look for, paying attention, and gently opening up the dialogue, real estate professionals can make a world of difference.”

Similarly, **Laura Valenti**, Co-Founder SafeHome Alliance & Managing Director of McGrath Estate Agents, backed the importance of this training for the industry:

“In our professional roles we will, sadly, see evidence of DFV frequently throughout our careers. This training helps us understand the ways we can help – because I think if we can do something, we should!”

You can [read more of our conversation with Antonia, Laura and with Fiona Caniglia, Executive Director Q Shelter, about the real estate industry’s role in responding to DFV in our LinkedIn article.](#)

The self-paced, free online training is [available through the Q Shelter Training portal.](#)



Grants and capability boost for Community Housing Providers

On 21 June, The Minister for Housing announced grants of up to \$50,000 are now available to help Queensland's community housing sector deliver more social and affordable housing. These grants are part of the Community Housing Futures (CHF) Program.

Eligible organisations can use the grants to access tailored assistance from the [Approved Professional Advisory Panel](#) for activities across finance, business planning, property development, and risk management.

As part of the announcement, Meaghan Scanlon MP, Minister for Housing said: "Industry told us that in order to grow housing supply, Community Housing Providers also need to grow, and this requires strengthening their skills in areas including property development, financial capability, governance and planning."

The CHF team have already hosted a number of grant information sessions, and [their website has plenty of information and resources](#) for those interested in getting more detail on the scope of the grants, and how to apply.

In addition to grant applications, Community Housing Providers can now also express interest in undertaking [a Growth Readiness and Capability Assessment](#), conducted by a professional consultant, in order to better understand their organisation's current position and future growth potential.

The Community Housing Futures Program is a capacity building initiative for the community housing sector being delivered by peak bodies [Q Shelter](#), [Aboriginal and](#)

[Torres Strait Islander Housing Queensland](#), and the [Community Housing Industry Association of Queensland](#), in partnership with the [Queensland Government](#).

Supported Registration for National Housing Conference



Mission Australia is generously offering a limited number of supported registrations for social housing tenants and people with a lived experience of housing stress to attend this year's [AHURI National Housing Conference](#).

Applications are sought from people who are experiencing housing stress and/or homelessness. This includes women who have experienced domestic and family violence, young people, First Nations people, older people, people from culturally and linguistically diverse backgrounds, people from regional and remote locations and people who identify as LGBTIQ+. People who have experienced different forms of homelessness such as rough sleeping and couch surfing are also encouraged to apply.

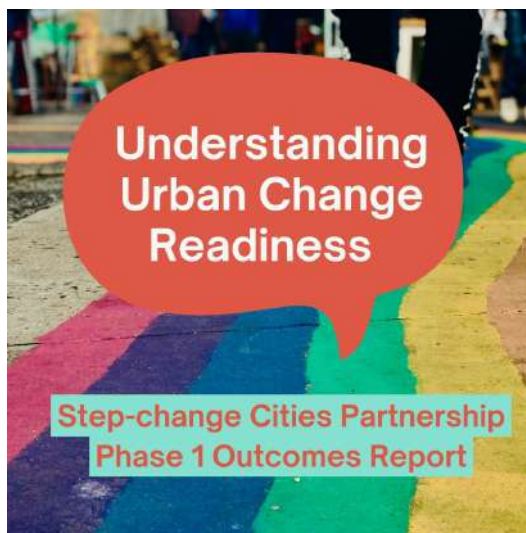
The conference is being held in Brisbane 10-12 October 2023, and applications for supported registration close this month. For Queensland applicants, [download the form](#) using the link below and submit to info@qshelter.asn.au by 28 July 2023.

[DOWNLOAD APPLICATION](#)

Understanding Urban Change report

Studio THI's Step-change Cities Partnership, a cross-system and multi-state partnership piloting new ways of preparing communities for urban change.

14 leading organisations from across local and state governments, peak bodies and the private sector support the implementation of Studio THI's Urban Change Readiness Index in four partner local government areas, including Cairns in Queensland, along with Ballarat, Hume and Penrith.



The Phase 1 [report 'Understanding Urban Change Readiness'](#) is now available, and shows an evidence-based understanding of each community's preparedness for urban change, including its understanding and knowledge of sustainable urban change, sentiment towards change scenarios and confidence in the system to manage change well.



2023 Member and Supporters Survey



Look out for the Annual Q Shelter Survey of Members and Supporters, due out later this month. Each year this survey helps us improve the services and benefits we offer our Members and partners in the sector. We appreciate the time our supporters take each year to complete the survey, and as an incentive this year you'll go into the draw to win a free ticket to this year's AHURI Conference in October.

Look out for a link to the survey in your inbox this month, or follow us on LinkedIn to get more details.

CHL launches their Innovate RAP

[Community Housing Limited \(CHL\)](#) held two events on the Gold Coast and in Roma to [launch the Innovate phase of their Reconciliation Action Plan \(RAP\)](#) during National Reconciliation Week. These events included Acknowledgments and Welcome to Country ceremonies by First Nations Elders, and interactive art activities for guests.

The events served as meaningful platforms for dialogue, cultural exchange, and collective celebration, further emphasising CHL's commitment to driving positive change and fostering meaningful relationships with Aboriginal and Torres Strait Islander communities.

In Roma, Mandandanji man Lane Brookes opened with a welcome to country at the Roma Cultural Centre, and shared the history of First Nations peoples in the Roma Area. Guests also took part in a collaborative handprint painting on a shared canvas, symbolising the shared responsibility of reconciliation.



On the Gold Coast, local Aboriginal woman Billie Musk gave an acknowledgement of Country at the Regional Botanic Gardens event and recognised the Kombumerri people as the traditional landowners. Billie then decorated the hands of guests using ochre, the traditional medium used by First Nations peoples for 60,000 years.

Workforce Wellbeing: Purpose



Those of us working in the social service sector probably don't need to be reminded of the value of having purpose in your life. So, it is good to know that scientists agree and see it as an important building block in your wellbeing.

This month we want to introduce you to the concept of Ikigai, a Japanese concept that is leading followers to have long, happy and meaningful lives. We are also reminding people to check in on themselves with [the ProQOL self-care tools](#) designed for those in caring industries to reflect on their purpose and drive to work in the sector. We are half-way through the year, so it is a great time to remind ourselves to keep good wellbeing habits in our lives.

We hope you [enjoy remembering your purpose!](#)

What have you planned for Homelessness Week 2023?



Homelessness Australia has [a host of resources](#), events and downloads you can use to raise awareness around Homelessness Week, 7-13 August 2023.

Training & Events

Domestic & Family Violence and Tenancy Training

Free, online, self-paced.

This online, interactive, self-paced course is for real estate professionals who wish to improve their practice as it relates to domestic and family violence (DFV).

The course invites learners to engage with interactive content and materials to consolidate and increase their understanding of DFV, apply this to improve outcomes for tenants who are impacted, and help participants better understand their unique role in responding to DFV as part of a whole-of-community response.

"Since doing the training myself, I can't not see things anymore – I have this new radar permanently switched on – but I also know best-practice guidelines about how I can respond. And I feel confident to respond well."

Laura Valenti, SafeHome Alliance.

[REGISTER NOW](#)

Peer Leadership Training

Starts Thursday 13 July 2023, 10:30 AM. Free, Q Shelter Office Spring Hill.

Q Shelter presents an eight-part series of training workshops on peer leadership, participation and change. People with lived experience of homelessness, housing need and social housing will have the opportunity to use their experience and knowledge as a basis to learn new skills in becoming leaders, supporting groups and providing valued input to policy and service delivery. Peer leaders can also play a role in community education, speaking engagements and consultation events.

[REGISTER NOW](#)

Unpacking Minimum Housing Standards for Housing Providers

Thursday 13 July 2023, 11:00am - 12:30pm. Free and online.

Due to high demand we've expanded this session and more places are now available!

Minimum housing standards come into effect 1-Sep-2023. Q Shelter, in collaboration with the Residential Tenancies Authority (RTA), are hosting this webinar about the upcoming tenancy law changes around minimum housing standards and the rent frequency increases. We will discuss how this will apply to housing providers.

REGISTER NOW

Trash or Treasure: Assessment & Brief Intervention for Hoarding Behaviours

Tuesday 18 July 2023, 9:00am - 4:30pm. Helensvale, Gold Coast. \$235.

This workshop is hosted by [Flourish Therapy & Consulting](#) in collaboration with Q Shelter: This one-day workshop will introduce workers to the H.O.A.R.D.I.N.G. Model for assessment and intervention with hoarding behaviours.

This face-to-face workshop is suitable for anyone who engages people who present with hoarding behaviours and/or where squalor is present. Participants do not require any prior clinical experience or therapy/counselling training. Participants do not need to work in a clinical setting.

REGISTER NOW

Feeling the Pulse: Community Housing Futures

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

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

Responding to Vicarious Trauma - Mount Isa

Thursday 20 July 2023, 1:00pm - 4:00pm. Mount Isa Neighbourhood Centre.

Friday 21 July 2023, 9:00am - 12:00pm. Mount Isa Neighbourhood Centre.

Student/Concession: \$105, Members: \$145, Non-members: \$165

We're offering our popular introduction to vicarious trauma for Mount Isa. Providers of housing and homelessness services often work with people who have experienced trauma. A key component of this work can involve hearing their stories and exposing our workforce to vicarious trauma.

Psychologist, Tere Vaka will introduce participants to vicarious trauma, so they better understand the impact it has on our workforce, how to recognise it and importantly how we can protect ourselves from its most serious impacts.

[REGISTER NOW](#)

De-escalation Training Online

Wednesday 26 July 2023, 9:00am - 12:00pm. Online.

Student/Concession: \$71.50, Members: \$132, Non-members: \$154

Occupational aggression, be it physical or verbal, has become a global problem in work settings and occupational groups. The incidence of confrontational situations has gained momentum in recent years and is now a priority concern for most workplaces with a service-oriented environment.

Our training will be run by Resolution Education and covers settings and scenarios relevant to your employees. This training provides staff with the necessary toolkit to manage confrontation and aggressive behaviours. The aim of all our training is to prevent any situation from escalating to physical interaction. We focus on provided informative, practical training where staff learn in an interactive environment.

[REGISTER NOW](#)

Interest 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](#)

Q Shelter's Regular Engagements



A forum for people with lived experience of housing need and homelessness to influence positive change

Community housing asset managers exchange learning, hear guest speakers, and identify sector-wide asset management issues that need to be addressed

A strategic partnership of peak organisations working to address housing need and homelessness

A forum of leaders working to synergise and coordinate learning & development opportunities for the housing and homelessness sector

Neighbourly

Asset Managers' Network

Peaks' Partnership

Workforce Leaders' Forum

Q SHELTER Connect with us at one of our regular engagements

Connect with Q Shelter at **one of our regular events.**

Coming Soon: Trauma Informed Care

Q Shelter will soon be offering **free online training in Trauma Informed Care**. 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.



Introducing Trauma Informed Care

This free online training in Trauma Informed Care introduces you to the science of trauma and how Trauma Informed Care can be used in the care organisations to reduce the likelihood of re-traumatisation.

[Get Started](#)

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**



**Community
Housing
Futures**



PROGRAM SUPPORT & ENGAGEMENT OFFICER

Full-time role to December 2024, subject to funding

- ✓ Support event and meeting delivery, including registration pages, event records, reporting and evaluation
- ✓ Support program communication to the sector
- ✓ Provide administrative support to Program Manager, Sector Capacity Lead and Q Shelter management
- ✓ Certificate level qualifications in administration

APPLY NOW

Full details on The Deck

[Program Support & Engagement Officer, Community Housing Futures & Q Shelter, Brisbane.](#)

[Client-Side Project Manager - Developer, BlueCHP, Brisbane.](#)

[Families Case Manager - Sustaining Tenancies, Communify, Brisbane.](#)

[Housing Support Worker / Case Manager, Mangrove Housing, Redland Bay.](#)

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](#).

Mackay

Community Housing Futures team visit

Early last month the team from Community Housing Futures took the opportunity to meet with several Community Housing and service providers in the Mackay area. They were keen to gain a better understanding of the Community Housing landscape, including sector issues and local trends.

Program Manager, Alana Kanafa, and Sector Capacity Lead, Murray Benton were impressed with many of the visits, Mackay Housing Service Centre (HSC) and Greater Whitsunday Communities (GWC) to name just two. Mackay HSC took the time to explain their Crisis, Transitional, and Long-Term programs along with the area and scale in which they operate, and from Carol and Tonya at GWC they learned more about their key priorities including the Social and Emergency Housing Project.

As well as meeting with the Mayor and local government representatives about the CHF Program, the team attended the Mackay Homeless Expo, where they were welcomed by so many locals and professionals who shared how they are responding to and managing the homelessness crisis locally.





Murray told us: "I was so impressed by how much energy and warmth the community has. There is such a sense of connection and positive working relationships in Mackay, which was great to experience."

CASA's 40 years of service to the Mackay Community

From very humble beginnings with a band of volunteers in 1983, [Mackay's Community Accommodation Support Agency \(CASA\)](#) has just celebrated its 40th anniversary.

The organisation has grown from strength to strength, acquiring housing assets and service programs, and is now proud to provide multiple services, including crisis accommodation, youth transitional housing, long-term accommodation, outreach for rough sleepers, emergency relief, sustaining tenancies, HomeStay program, NDIS supports, home modifications, 'No Interest Loan Scheme', and the new Immediate Housing Response Families program.



For the past 11 years, CASA has also been the lead organisation in the Homeless Expo Mackay, where we see more and more attendees every year. With the rise in the number of people falling into the category of homeless or at risk of homelessness, CASA has also committed to monthly barbecues to raise awareness in the community, and allow people to just come for a yarn and a snag to fill their bellies.

Aside from the great programs, CASA staff are whole-heartedly committed to working with individuals and families for a client-centered, holistic approach. Together CASA's leadership team and management committee are always working towards being better and bringing an end to homelessness.

Mackay Care Coordination Group continues to meet every second Wednesday at Mackay Housing Service Centre, with an online Teams option. Next meeting will be **12 July 1:30pm to 3:00pm**. Please contact Yvonne.Harris@qshelter.asn.au with any questions or for more information.

Do you support communities impacted by disasters?



CSIA invite you to share your specialist knowledge, ideas and experiences working with individuals and communities impacted financially by disasters [in this short survey](#).

Logan

Logan held a 'Tenancy Sustainment for Real Estate Professionals' event on Friday 23 June. This event included guest speakers from Q Shelter, SSI, YFS, Kingston East Neighbourhood Group, CHL, and Wesley Mission STARH program to educate real estate agencies on services that their tenants can access to gain support with sustaining their tenancies. The event was well attended by a variety of agencies within the Logan region.

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 11 July 10.00am to 12.00pm**.

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

Moreton Bay

The **Moreton Bay Housing & Homelessness Network** meeting was held on 16 May. The Network meets on the third Tuesday of every month. The Moreton Bay Housing Service Centre provided an information session on how to complete a social housing application for the Network members. 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](#).

Reconnect 2023

Reconnect 2023 was held on 1 June at the Redcliffe Hockey Fields. Between 120-150 people attended from around the Moreton Bay region who were given free blankets, food, clothing, health checks, haircuts and information. The event was officially opened by Deputy Mayor Jodie Shipway and 25 service providers held a stall on the day.



QuiHN provided 28 free health checks, including 32 vaccinations for Flu and COVID Boosters. Demi International students provided 40 free haircuts, over 200 free sausage sizzles and 70 free food hampers provided to guests/attendees. Footprints SUSO bus provided free showers and washing services as well.

For more information on the event or if you are interested in participating in future events, please contact the [Moreton Bay Regional Care Coordinator, Shane Frost](#).

Vicarious Trauma Training

Thank you to Q Shelter and Tere Vaka for delivering Vicarious Trauma training for the Moreton Bay Housing & Homelessness Network members. Staff and volunteers from a variety of service providers involved in the Network had the opportunity to access this training and for the first time for many.

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 25 July**.

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.



The **Redlands Care Coordination** meetings run every second **Tuesday 10am to 12pm**, and the next meeting is **18 July 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 **6 July and 3 August 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@gshelter.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](#).

Townsville

This week, leadership from Q Shelter were in Townsville conducting interviews for the vacant position of Regional Care Coordinator, Townsville.

A big Thank you to Mandy Thompson and the team at [Family Emergency Accommodation Townsville \(FEAT\)](#) for allowing us to use their space for the interviews and supporting the process.

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.

Sector News & Articles

[Queensland housing crisis: Brisbane 2032 Games could make affordability worse - The Chronicle](#)

[Qld housing crisis: Grave warning as renters put pressure social housing - The Cairns Post](#)

[Community housing help - Gympie Today](#)

[Keylin Files Build-to-Rent Plans for Brisbane - The Urban Developer](#)

[The RBA has kept interest rates on hold. Here's why it'll be cautious from here on - ABC News](#)

['Lot more pain to come': Australians watching their bills go 'up and up' - Sky News Australia](#)

[Australia needs a national strategy to fix decades of poor housing policies, researchers say - ABC News](#)

Quote

“There is no other week – or celebration – as meaningful as National NAIDOC Week to Aboriginal and Torres Strait Islander peoples, and is an opportunity for all Australians to come together to celebrate the rich history, diverse culture and achievements of Aboriginal and Torres Strait Islander peoples as the oldest continuing cultures on this planet.”

Steven Satour, Co-Chair of the National NAIDOC Committee.



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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