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## October Home Matters

### From our Leadership Team

#### Key Government Housing & Homelessness strategies

Following consultation with the sector and key peak and industry bodies, Q Shelter has submitted [a comprehensive submission as part of South East Queensland Regional Plan](#). As a sector we must support the ambitious targets for social and affordable housing and also help define a roadmap for how this can be achieved.

Likewise, we are developing the Q Shelter submission in response to the National Housing and Homelessness (NHHP) Plan issues paper. Some of you may have attended our consultation session on 5 September, or the sessions hosted by DSS in person. Submissions for the NHHP close on 20 October 2023, and you can [head to the DSS website to have your say](#).

#### National Housing Conference comes to Brisbane

From 10-12 October, the [AHURI NHC](#) will be taking place at the Brisbane Convention and Exhibition Centre. Many of you will be attending, and in the breaks, I encourage you to visit the Networking Lounge sponsored by Q Shelter and catch up with the Q Shelter team to discuss any of our current programs, policy work or further support you may require.

The #NHCbrisbane [conference program looks comprehensive](#), and we are also conducting a series of fringe events on the eve of the NHC, including a free networking lunch, on Monday 9 October. There's still [time to register for these, and I hope to catch up with many of you](#) there as well.

#### Workforce Connect

Q Shelter and Homelessness Queensland teams are currently travelling the state to co-design responses to workforce wellbeing, attraction, and retention as part of the new Workforce Connect program funded by the Queensland Government.

This is obviously a critical issue for our sector, and we are very keen to develop the response together, with the support of government, so that it will make a meaningful difference for our people. I encourage you to [check the schedule of engagement activities and register](#) for one of the regional workshops running through to early November.



## Other news

In other news, Q Shelter was pleased to be a presenting partner of the Planning Institute of Australia (PIA) Queensland State Conference on the Gold Coast 13-15 September. Our teams hosted one of the panel sessions, and it was great to see housing such a feature on the planning agenda. Q Shelter looks forward to deepening its partnership with the planning profession going forward.

On 20 September, the Premier also held another Housing Roundtable with peak and industry bodies. Q Shelter was ably represented by our Executive Director, Fiona Caniglia. We made the case for a rapid upscaling of the modern methods of construction (MMC) program, increased support for homelessness services while supply catches up, and an expanded role for community housing.

We also support the need for a long-term housing plan that factors in the backlog of social and affordable housing to date, and the future targets needed to meet demand over the next 20 years.

Keep watching [our social posts](#) and [website for updates](#) on all our engagement and sector-wide activities, and thanks to everyone who has supported our efforts.



**Jackson Hills**  
Manager Policy & Strategic Engagement



Q Shelter supports the Voice to Parliament, without hesitation, as we reflect on the past and imagine a better future together.



## Important November Events

1. **Regional Representatives Forum**: This year's November Regional Forum will have truncated format due to the sheer volume of activity across the sector at the moment. We are communicating directly with regional representatives on their travels need and requirements. However, we invite you to register for the below additional events in November.
2. **Sector Networking reception – from 5.00pm on 8 November 2023**: An opportunity to welcome Regional Representatives and others ahead of the CEO and Leaders' Lunch on Thursday 9 November.
3. **Queensland Housing and Homelessness Peaks' Partnership CEO and Leaders' Lunch – from 1.00pm on 9 November 2023**: A keynote address combined with work to refine key areas of policy and investment as part of peak organisations' annual policy statements and other work to support the sector. Various tables will be themed for key issues and population groups for after-lunch policy development. This event is a collaboration involving Homelessness Queensland, Queensland Youth Housing Coalition, Aboriginal and Torres Strait Islander Housing Queensland, CHIA Qld, CSIA and Q Shelter.
4. **Q Shelter AGM and End of Year Celebration – Free event for members and stakeholders – From 4.00pm on 9 November 2023**: Join us as we showcase our year in review, report to members and stakeholders and announce the Deirdre Coghlan Bursary and the inaugural Kent Maddock Award for Place-based partnerships.

All these events will be held at the Hotel Grand Chancellor in Spring Hill, Brisbane.

**[Register for all these events by clicking here.](#)**

## National Housing Conference 2023: A way forward

This **[year's National Housing Conference](#)** is less than two weeks away, and we're excited about Queensland being the host state for 2023.

There's a full program of speakers, plenary sessions and electives on offer [over the three-day program](#), and Q Shelter and other organisations are also hosting a [number of fringe events on Monday 9 October](#). These workshops, discussions, award presentations and networking opportunities will run throughout the day, with the first one starting at 9am.

You can see [the full schedule of events on our Events page](#).



In-person [registrations close on 24 September, and online only registrations close 8 October](#). We hope to see you there – come and say hello to the Q Shelter team at our stand or find us in the Networking Lounge.

## Volunteer at National Conference

It's your last chance to put your hand up to volunteer at this year's National Housing Conference, 10-12 October.

There are different roles available and in return volunteers will experience some of the sessions and conference activity free of charge and have access to the recordings after the conference.

This is a great opportunity for staff from smaller organisations or individuals who may not have the budget for the full conference.

[Full descriptions of the roles along with application forms are available on The Deck.](#)

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## Workforce Connect



The Workforce Connect program is gaining momentum, with [workshops and consultations](#) undertaken in many parts of the state, and more yet to come.

We are looking forward to meeting up with everyone in Brisbane ahead of the National Housing Conference on Monday 9 October. So far there has been enthusiastic support from all regions for the need to have a wellbeing framework for workers, and to support retention, attraction and pathways for people with lived experience to join the sector.

**Wed 4 Oct 10:00am - Sunshine Coast**

Mon 9 Oct 9:00am - Brisbane

**Wed 18 Oct 10:00am - Cairns**

Thu 19 Oct 10:00am - Rockhampton

**Tue 24 Oct 10:00am - Bundaberg**

Thu 26 Oct 10:00am - Toowoomba

**Tue 31 Oct 10:00am - Gladstone**

Fri 3 Nov 9:30am - Moreton Bay

## Sector Survey

As part of our next phase, the [Workforce Connect program](#) will be launching an inaugural survey of the housing and homelessness sector in Queensland. This survey is intended to gather detailed data from organisations and individuals to help drive a more sustainable future for our workforce and, therefore, for service delivery.

It will include demographic questions to understand the profile of our workforce, and questions about what contributes to wellbeing, attraction, and retention among the workforce to help drive sector-wide responses.

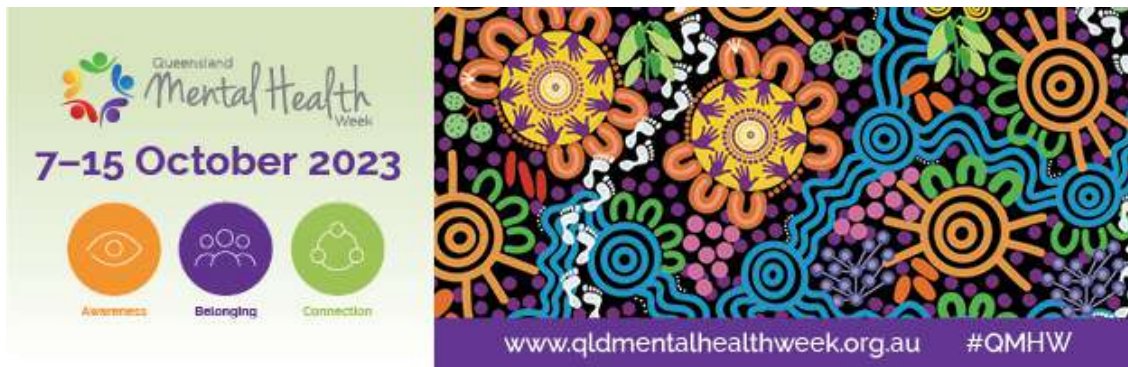
Help us make an impact by completing the survey, the future of service provision to end homelessness is only possible with a thriving workforce. Together Homelessness Queensland and Q Shelter are working to address wellbeing, attraction and retention issues to ensure a better future.

*Watch out for an email from **Homelessness Queensland** and **Q Shelter** inviting you to take part in the survey over the next couple of weeks.*



## Queensland Mental Health Week





Almost half of Australians have had a mental health condition, and one in five Australians experience mental ill-health each year.

Queensland Mental Health Week (QMHW) will be held from 7-15 October to raise community awareness and understanding of mental health, reduce the stigma and discrimination associated with mental health conditions, and promote positive mental health and wellbeing.

The 2023 theme is 'Awareness, Belonging, Connection', so take time this QMHW to learn what activities boost your mental wellbeing, look out for those you care about, and connect with your community by [participating in one of the hundreds of events happening across the state](#).

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## Mount Isa

Last week, Community Housing Futures, Workforce Connect and the Service teams visited the Mount Isa region, and met with some of the sector representatives there. They joined in the newly formed housing and homelessness network in Mount Isa and were also able to host a strategy and wellbeing workshop as part of the Workforce Connect project.

Some of the services the team were privileged to visit and meet with included Mithangkaya Nguli Youth Shelter, The Salvation Army's Serenity House, Centacare North Qld and the Aboriginal & Islander Development Recreational Womens Association's Nawamba House.

Thanks to all of the sector representatives and wider Mount Isa community, not just for your hospitality, but also for all your hard work and the invaluable insights into the challenges facing the housing and homelessness sector.



## Public Consultation for the National Housing and Homelessness Plan

The Australian Government is developing a [National Housing and Homelessness Plan](#) to inform future housing and homelessness policy for the next ten years.

The Department of Social Services have been running a number of online and in-person consultation sessions about the development of the Plan, and the final public consultation will be an online webinar on 30 October.

[Register for the online webinar - 30 October, 11am-12:30pm](#)



## Feeding Families in Tough Times



**Healthy food can be hard to afford.  
Share your experiences with feeding your family when  
money is tight.**

[Feeding Families in Tough Times](#) -- based at QUT's Centre for Childhood Nutrition and Research -- is a collaboration between key stakeholders in food security, academics and people with lived experience that aims to develop solutions to food insecurity.

As part of their research, they are currently running an Australia-wide anonymous online survey to understand more about how families manage on a tight budget, how this impacts on parents and children (including child development, nutrition and health), and most importantly, what can be done to improve the situation for families in Australia.

If you are a parent or carer of a 2–12-year-old child and you sometimes struggle to pay the bills (or you know others in this situation) please consider contributing to this survey.

The [survey will take 20-30 minutes to complete](#) and you can enter a prize draw to win a \$200 gift card. For more information about the survey or the wider research, please [contact Sabine Baker at Feeding Families in Tough Times](#).



## Training & Events

### Q Shelter's NHC Fringe Events

**Monday 9 October 2023, starting at 9:00am**



Come along for our workshops, stay for a free lunch, network with sector colleagues in the afternoon, and see innovative ideas to solve homelessness from the UQ Ventures Industry Challenge.

Here's the full schedule of events for the day.

- [Workforce Wellbeing, Attraction and Retention: Brisbane Workshop](#)
- [Strategic Networking Lunch](#)
- [Community Housing Industry Futures Workshop](#)
- [Imagining The Future of Housing and Homelessness Responses in Qld, Workshop](#)
- [Strategic Networking Drinks](#)
- [2023 UQ Ventures Annual Showcase Event](#)

[REGISTER NOW](#)



## VENTURES Industry Challenge

Join us as the final five teams present their solutions to the UQ Ventures Industry Challenge at the Brisbane Convention and Exhibition Centre.

Supported by



**Monday 9 October, 6pm**

We are excited to be hosting this event on the eve of the National Housing Conference. Join us in the Brisbane Convention & Exhibition Centre's Sky Room & Terrace overlooking Southbank and the Brisbane CBD, as UQ students from all disciplines pitch ideas on solving the complex issue of housing and homelessness in Queensland.

[REGISTER NOW](#)

## Cairns Regional Social & Affordable Housing Development Forum

**Tuesday 24 October 2023, 10:00am - 2:00pm. Cairns Regional Council Civic Centre.**

Q Shelter, in collaboration with the Cairns Regional Council, invites you to the Cairns Regional Social & Affordable Housing Development Forum. As a key outcome of the Cairns Local Homelessness and Housing Action Plan 2023-2026, this forum aims to bring together key broader industry stakeholders, including Community Housing Providers (CHPs), builders, developers, financiers, and representatives from all levels of government.

The primary aim of this forum is to form partnerships, brainstorm, and implement innovative solutions to bolster social and affordable housing options within the Cairns LGA.

[LEARN MORE AND REGISTER](#)

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## Feeling the Pulse: Community Housing Futures

**Wednesday 18 October 2023, 2:00pm - 2:45pm. Free and online.**

The [Community Housing Futures Program](#) is hosting this online session for Community Housing Providers to focus on growth, and to identify challenges and barriers with the view to finding solutions.

Don't forget you can see [future dates for the Feeling The Pulse sessions on Eventbrite](#).

[REGISTER NOW](#)

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## RTA Advanced Training: Elevate Your Tenancy Management

**Thursday 19 October 2023, 10:00am - 11:30am. Free and online.**

Q Shelter and the RTA have partnered to deliver advanced training for Community Housing Providers and Specialist Homelessness Services employees.

This interactive session provides a more in-depth look at how property managers, support workers and tenants can prevent and resolve disputes. In this session, participants will learn specific tips and techniques to assist in managing difficult tenancy situations, with opportunities to discuss some RTA dispute resolution case studies.

This is a great opportunity to ask questions about legislation changes or any parts of the legislation you're unsure about.

**REGISTER NOW**

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## Responding to Vicarious Trauma

**Thursday 19 October 2023, 12:00pm - 3:00pm. Online.**

**Members: \$143; Non-members: \$165; Concession: \$82.50.**

People with lived experience of homelessness or housing need: Free.

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.

This is a popular training course, and we expect places to fill fast.

**REGISTER NOW**

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## Deirdre Coghlan Bursary Award



**Q SHELTER**  
Because home matters

**Deirdre Coghlan 2023**  
**Professional development**  
**bursary**

**Apply now**

Nominations are now open for Q Shelter's annual bursary, which helps those in the housing and homelessness sector access professional development. If you or your organisation are a Q Shelter member, you are eligible to apply for this special funding of up to \$5,000. [Applications close on 1 October 2023.](#)

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## Job Opportunities



### [Social Workers - Qld Retirement Village and Parks Advisory Service](#)

This social worker role is embedded in our Human Rights and Civil Law Practice with a focus on supporting people being assisted by the state-wide Retirement Village and Parks Advisory Service.

[Community Development Coordinator, Brisbane Housing Company - Brisbane](#)

[Homelessness Outreach Worker, Community - Brisbane](#)

[Board Member \(Voluntary\), Inspire Youth and Family Services - 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](#).

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### Logan

Logan region will be hosting the second [‘Tenancy sustainment support for Real Estate’ event on 27 October 2023](#). Guest speakers will include Q Shelter, SSI, YFS, Kingston East Neighbourhood Group, and Wesley Mission STARH program. The session aims to educate real estate staff on services that their tenants can access to gain support with sustaining their tenancies. The first event held in June was very successful with many positive outcomes gained following the event. Please note, [this event is strictly for real estate services in 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 3 October, 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@qshelter.asn.au](mailto:logancc@qshelter.asn.au).

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## Mackay

Q Shelter wishes to acknowledge the great work of Greater Whitsunday Communities and the wider Whitsunday Region for the recent housing summit held in Mackay; and the hard work that has gone into developing the action plan from that summit over recent weeks.

Take a look at [the Housing Project Action Plan on their website](#).

Workforce Connect had a great visit to Mackay to talk to an engaging group about workforce wellbeing, attraction and retention. There was plenty of input on the day, and a lot of positive feedback after the event: "The Workforce Retention Workshop was excellent". Thanks to the Mackay Women's Centre for making their space available and for hosting us.

**Mackay Care Coordination Group** continues to meet every second Wednesday at Mackay Housing Service Centre, with an online Teams option. The next meetings will be **4 and 18 October 1:30pm to 3:00pm**. Please contact [Yvonne Harris](#) with any questions or for more information.

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## Moreton Bay

The **Moreton Bay Housing & Homelessness Network** meeting was held on 19 September. The Network meets on the **third Tuesday of every month**. Services Australia provided an information session on how to complete Centrelink forms and upcoming changes to payments 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 at mbcarecoordination@encircle.org.au](mailto:Shane.Frost@mbcarecoordination@encircle.org.au).





## Moreton Bay Regional Homelessness Forum

Join Q Shelter and Encircle Community Services for an action orientated forum aimed at developing an action plan to address local housing and homelessness issues. The forum is not just for housing and homelessness services but is open to all organisations across the service system who are supporting individuals and families with cost of living and housing pressures.

**Moreton Bay Regional Homelessness Forum Friday 3 November, 1pm – 4pm at Penticup Hall, 365 Samsonvale Rd, Warner.** Free to register and free catering. For more information, please contact [Shane Frost](#).

## Care Coordination Groups

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

- The **Moreton Bay North Care Coordination Group** meetings are hosted fortnightly in person at the Moreton Bay Housing Service Centre and 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](#).

## Moreton Bay Housing and Homelessness Hub

The City of Moreton Bay Council is seeking expressions of interest from not-for-profit community organisations that are registered housing and/or homelessness service providers to occupy part of the soon to be constructed Moreton Bay Housing and Homelessness Hub, in Redcliffe.

An **online information session** for prospective applicants will be held on **Thursday 5 October 2023 10am to 11am**. Prospective applicants are encouraged to register by emailing [communityleasing@moretonbay.qld.gov.au](mailto:communityleasing@moretonbay.qld.gov.au) providing the organisation's name and email address details.

## 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 17 October**.

### SMBI Community Hub Events

[Click the flyer below for up-coming dates](#).

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**

**Capalaba Place  
Capalaba Library**

**14 Noelene Street, Capalaba**

**SERVICES YOU CAN CHAT TO**

- Housing and Rent Connect
- Youth
- Families
- NDIS
- AoD
- Health
- Mental Health
- Women and Men

**FOR FURTHER INFORMATION CONTACT**

**BREE TUNAVKIN**  
BREE.TUNAVKIN@QSHELTER.ASN.AU  
0411738159

**Logos:** Dependable, Redland Community Centre, QSHN, NDIS, Maybank Association Inc., Redland, Maple Plan, MICHAH PROJECTS, Silky Oaks, Government, AFFORD ABILITIES, NIGHT NINJAS, 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**

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0411738159

**HILTON TRAVIS**  
PRESIDENT@SMBILISTENERS.ORG.AU  
04482955

**QR Code:** https://smbi.community/russ

**Logos:** maple plan, AFFORD ABILITIES, Dependable, BlueCare, MICHAH PROJECTS, Redland, footprints community, QSHELTER, SMBI LISTENERS INC.

The **Redlands Care Coordination** meetings run every second **Tuesday 10am to 12pm**, and the next meeting is **10 October 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 **5 October** and **2 November 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](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 Group Referral Form](#).

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## Sunshine Coast

**Sunshine Coast Care Coordination Group** meets on the first Tuesday of every month 11am-1pm via TEAMS. New members are always welcome. Contact Tracey McNee [tmcnee@ifys.com.au](mailto:tmcnee@ifys.com.au) or 0417 566 075 to discuss.

The next **Sunshine Coast Housing and Homelessness Network (SCHHN)** is scheduled for **Wednesday 4 October**. SCHHN is handing the floor over to Q Shelter for this meeting to undertake a Workforce Connect Workshop.

This will ensure the Sunshine Coast has the opportunity to contribute to a sector wide well-being framework, and to provide ideas for retention, attraction and pathways for people with lived experience to join the sector. This free workshop will be held at Nambour RSL from 10am, and you can [register online at Eventbrite](#).

The **Gympie Homelessness and Housing Forum** has been busy working with Department of Housing and Gympie Regional Council through a consultation process to provide input into operationalising the [Gympie Region Local Housing Action Plan 2022](#). The first plan of its type in Queensland aims to improve the availability, diversity and quality of housing over time, and encourages community liveability, resilience, and social and economic prosperity. For more information on the plan, [email the Gympie Regional Council community@gympie.qld.gov.au](mailto:email.the.Gympie.Regional.Council.community@gympie.qld.gov.au).

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## Townsville

**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](mailto:Kym.Musumeci@qshelter.asn.au) for more details.

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## Wide Bay

Care Coordination is now active in the Wide Bay region, with Carole Medcalf now in the role. Carole has been busy establishing productive partnerships across the sector in the Wide Bay region. This has included connection at all government levels and building a collective of multi-disciplinary services.

Carole joins a broader group of state-wide, Place-Based Care Coordinator facilitators. Carole is employed by IFYS and has the backbone support of Q Shelter. Carole is excited about providing a coordinated response for individuals and families that are requiring a range of supports in order to assist in their journey of secure housing.

If you are interest in learning more about Wide Bay Care Coordination Group, [contact Carole on cmedcalf@ifys.com.au](mailto:Carole.on.cmedcalf@ifys.com.au) or 0473 472 357.



## Sector News & Articles

Did you know you can catch up on news articles, features and stories from across the web on The Deck?

[News and Media | The Deck](#)



## Quotes





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***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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