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## September Home Matters

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### From our Leadership Team

It's a privilege to be able to bring you a short update on some of the key internal activities Q Shelter has been working on over the last few weeks and months.

A happy and productive workforce supports the internal strength of any healthy organisation and its ability to effectively deliver services to a high standard. This is particularly important for a member and stakeholder-focused organisation such as Q Shelter, which seeks to lead by example.

A key focus for Q Shelter and our sector is staff wellbeing, satisfaction and engagement, and we were very pleased to be named as one of only 17 Best Workplaces for 2024 in the Xref Engage Awards. This is the third year in a row that we have received the Best Workplace Award.

Although we scored exceptionally well in the survey across the three main categories of Engagement, Wellbeing and Progress, we have taken proactive steps to ensure our dedicated team is fully supported in their work and downtime. This includes a new Staff Engagement Working Group to analyse the feedback from the Staff Engagement Survey results, and to provide recommendations for areas where Q Shelter can improve.

Other initiatives that we are implementing that are designed to give staff further opportunities to expand their skills and increase job satisfaction include:

- A new Diversity, Inclusion and Equity Working Group with a mission to build a working environment as diverse as the world we serve, where every voice is heard, every perspective is respected, and every opportunity is accessible.
- A partnership with Krueger Consultancy Services, to lead our new working group to develop Q Shelter's Reconciliation Action Plan. This is part of an enduring commitment to strengthen relationships between Aboriginal and Torres Strait Islander and non-Indigenous peoples, and our RAP will symbolise Q Shelter's pledge to turn intention into action.
- Developing an organisational culture and wellbeing plan to increase employee wellbeing and enhance our culture, based on the wellbeing values of purpose, integrity, self-responsibility, growth, resilience and joy. This plan will build on the *WellNow* Workforce Attraction and Wellbeing Framework developed by the Workforce Connect project team.

We are excited to hear about your staff engagement and wellbeing initiatives, and welcome feedback, which can be provided to [workforce-connect@qshelter.asn.au](mailto:workforce-connect@qshelter.asn.au).

Warm regards,



**Stuart Jobling**

Chief Operating Officer

TAKE OUR  
SHORT SURVEY

Your feedback can help Q Shelter improve



 **Q SHELTER**  
Because home matters



**20  
24** November CEO and  
Senior Leaders  
Forum and  
AGM

## November CEO and Senior Leaders Forum

Tickets are now available for our next [CEO and Senior Leaders' Lunch and Forum on 14 November](#), to be followed by the [Q Shelter Annual General Meeting](#).

As always, the lunch will feature multiple peak organisations, government and private sector stakeholders, and speakers will address housing and homelessness

themes focused on solutions and our progress in the context of Homes for Queenslanders.

Refreshments will be served ahead of the AGM where you can join Q Shelter staff, Management Committee and members in a celebration of our work over 2023-2024 and followed by our End of Year Celebration.

The AGM includes voting for the next Management Committee as well as the presentation of the Deirdre Coghlan Bursary and Kent Maddock Memorial Award.

[Book your tickets on Eventbrite now.](#)

## A toolkit for strategic influence

There are many ways to seek to influence policy and investment outcomes, and the processes of influence are diverse. To help the sector identify the best activities, direction and methods to achieve your influence goals, Q Shelter has developed a [Strategic engagement and influence toolkit](#).

It includes information on how to build a plan to achieve strategic engagement, and references quality tools and resources from other organisations to assist our stakeholders with a learning exchange.

We invite you to [download this resource](#) and stay in touch if you have questions or feedback on how we can improve it.

## Energy upgrades for social homes

Yesterday the Queensland Government announced that it would roll-out energy performance upgrades for around 32,000 existing social homes in Queensland.

The measures include insulation, solar and fixed appliance upgrades aimed at improving the sustainability of social housing properties and reducing energy costs for those households.

While we welcome the announcement, we are seeking a little more information on the scope and implementation to help our sector to understand the impact.

You can [read the Queensland Government's full statement on their website](#).



### Are your Q Shelter membership details up to date?

The Q Shelter Annual General Meeting will be held in early November, make sure you or your organisation is eligible and able to vote.

Before 1 October, make sure you:

- Check your Q Shelter membership status
- Renew your membership if it is due
- Check and update your membership contact details

Click here to log into JoinIt to review and update your details.  
Questions? Email: [comms@qshelter.asn.au](mailto:comms@qshelter.asn.au)

## Community Housing Futures

Don't forget to [register for our next Feeling the Pulse session on Tuesday 17 September](#), from 3.00pm - 3.45pm, via Zoom.

This month we'll explore ways rural and regional communities are seeking to implement solutions to their housing challenges, what a place-based policy to support stronger housing supply chains across regional Queensland might look

like, and what we can learn from international experiences that are relevant for rural and regional housing markets.

Professor Andrew Beer will join us to speak on this topic. Professor Beer was the lead author of AHURI's recent report 'Disruption in regional housing: Policy responses for more resilient markets'.

[REGISTER NOW](#)

## Unlock traineeship potential

Q Shelter are hosting an exclusive session with Ciaran McCluskey to dive into the essential steps and benefits of integrating traineeships into your organisation.

In this interactive session, you'll discover:

- The step-by-step process of initiating a traineeship
- Effective strategies for recruiting the right trainee
- The significant advantages for your organisation, the trainee, and the broader housing and homelessness sector
- Clear insights into salary expectations

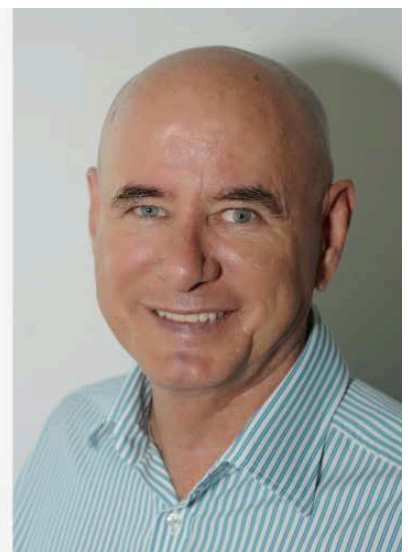
**Wednesday 2 October 2024, 10am - 11am. Free, online via Teams**

[REGISTER NOW](#)

## Kent Maddock Memorial Award 2024

Recognising place-based alliances taking action  
to end homelessness and housing need.

“ Kent understood that the sum of us is far more powerful than the individual, and that together we can truly make a difference for others. ”



## Resources to foster positive wellbeing

We have added new external resources and links to the [WellNow website](#), and have made improvements to the site's functionality and navigation. So whether you're yet to visit the site, or want to explore the wide range of resources that make up the Workforce Wellbeing Framework, now is a great time to do so.

Next week Q Shelter is shining a light on fostering positive mental health and wellbeing in the workplace, with our training courses on [Responding to Vicarious Trauma in the Workplace](#) (Tuesday 10th) and [Positive Psychology for Resilience in the Workplace](#) (Thursday 12th) coinciding with [R U OK? Day](#). It's also a great opportunity for your organisation to keep the conversations going and embed a culture of strengthened wellbeing at your workplace, by accessing the [Workforce Wellbeing Framework and resources](#).



By registering once on the site, you'll be able to download resources at any time. This also makes it easier for us to measure the reach of the resources in the sector, make adjustments where necessary, and gather feedback on the impact it is having in your workplace.

Ongoing sector collaboration and consultation is essential for the WellNow project, and we welcome your feedback at any time. We have just started rolling out training workshops online and in-person, and we encourage you to [contact the team](#) if you have any questions or would like assistance implementing the Framework and resources in your organisation.



**HOUSING FIRST NATIONS**  
2024 NATIONAL CONFERENCE

**Meanjin (Brisbane)**  
8–9 October 2024

**REGISTER NOW**

**Registrations now open**

## **Housing First Nations National Conference**

Registrations are now open for the Housing First Nations 2024 National Conference, to be held 8–9 October 2024 in Meanjin/Brisbane.

The conference will bring together Indigenous community housing organisations (ICHOs) from all over Australia, along with highly respected speakers, policy-makers, decision-makers, businesses and representative bodies to explore key issues, developments, opportunities and challenges for Aboriginal and Torres Strait Islander housing.

The conference program will focus on:

- Affordable housing
- Community development
- Community housing
- Home ownership
- Homelessness housing
- Regional housing

The early bird registration price of \$599 is available until 14 September, so [register now](#).

**Tonight, we Live Like Her**



Tonight, Thursday 5 September, [Q Shelter team are taking on the challenge to Live Like Her](#).

The Live Like Her Challenge raises money to provide more housing for homeless women over 55 through [The Forgotten Women](#) project. By challenging people to spend one night sleeping in their car, the challenge raises money and awareness of the 40,000 women over 55 in Queensland facing homelessness.

We encourage you to join us in supporting [this year's Live Like Her Challenge](#).



## Property Management Fundamentals

In partnership with REIQ, [Q Shelter are taking expressions of interest](#) from people in the housing and homelessness sector who would like to complete a specialised Property Management Fundamentals Program, drawn from units in the Certificate IV in Real Estate Practice.

The course focuses on Queensland real estate legislation, real estate practice and property. You will have up to six months to complete the self-paced course, which includes one-on-one student support sessions, and covers 9 units of competency as part of CPP41419 Certificate IV in Real Estate Practice.

Speaking of the program, REIQ CEO Antonia Mercorella said:

**“We were delighted to work with Q Shelter to tailor this bespoke training course for the Housing and Homelessness Sector – namely for the Case Managers and Support Workers who work closely with clients to sustain tenancies.”**

We will offer the course at a heavily discounted rate for the sector, (up to 20% off).

[Register your expression of interest today](#) to be the first to hear about the program when it opens.

## My Home, Your Home, Our Homes

The Housing Older Women Movement are hosting a number of Sector Influencers Forums as part of their My Home, Your Home, Our Homes project.

Forums will be held in a number of locations from **10-23 September**, at the **Sunshine Coast, Greater North Brisbane, South Brisbane**, and the **Gold Coast**. Each will be facilitated by Zola Rose to engage stakeholders from the community, professionals, elected officials and interested persons responsible on affordable housing.

Find out more and register for the forum in your area through [the project's latest bulletin](#).



Housing Older Women Movement presents  
**My Home, Your Home, Our Homes**  
Event Series

Facilitated by international expert Zola Rose, this event series aims to seed citizen-led, government-supported demonstration and pilot housing projects across SEQ.

**Seminars, Workshops, Forums and Networking**

10th - 23rd September 2024

Gold Coast, Greater South Brisbane, Sunshine Coast, Greater North Brisbane and for Sector Influencers

For more information please contact Maggie  
maggie@housingolderwomen.org.au  
0413 594 706



Housing Older Women Movement presents  
**My Home, Your Home, Our Homes**  
Event Series

**Seminars, Workshops, Forums and Networking**

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
		10 Gold Coast	11 South Bris		13 Sunshine Coast		
SEPTEMBER	16 North Bris		18 Sector (UQ)		20 Sunshine Coast (2)		
	23 North Bris (2)						

Scan the QR code to register for an event near you.

For more information please contact Maggie  
maggie@housingolderwomen.org.au or 0413 594 706

# Q SHELTER Events

Engage | Learn | Celebrate

## Top Training & Events

Here are just a few of our most popular courses and webinars in the coming weeks. You can find the [full calendar of up-coming events on the Q Shetler website](#).



### Responding to Vicarious Trauma - online training

**10 September, 2pm - 5pm**

Our popular introduction to vicarious trauma training, delivered online. Recognise the signs of vicarious trauma and protect our workforce from the serious impacts.

[REGISTER NOW](#)

### Positive Psychology for Resilience in the Workplace

**Online 12 September 10am**

Explore strategies for enhancing wellbeing and boosting workplace resilience with motivational interview and positive psychology principles.



[REGISTER NOW](#)



## Preventing and ending homelessness

**Online 1 October 10am**

Our panel for this event includes Ivan Frkovic, Qld Mental Health Commissioner, Pam Barker, CEO of Brisbane Youth Service, Paul Tommasini, CEO of InCommunity and Tenancy Skills Institute, and Sue Pope, CEO of Common Ground Qld.

[REGISTER NOW](#)

## Tenancy Sustainment Workshop

**Online 18 September 2pm**

Part of the Synthesis Series, this workshop aims to co-design a tenancy sustainment framework and program that will provide input to the Queensland Government for consideration.

[REGISTER NOW](#)



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## Latest research on The Deck

Since the last edition of Home Matters, 25 new research articles have been added to The Deck.

From [understanding the challenges of financing modular construction](#), to the [embodied experience of waiting for public housing](#), check out the latest academic research on housing and homelessness topics, or [subscribe now](#) to have it delivered every Friday.



## Job opportunities in the sector

Q Shelter Member, [Brisbane Youth Service](#), have several opportunities available right now, including the following two that they want to share with the sector:

- **Safe Relationships Senior Practitioner**
- **Board Members (Voluntary)**

Go to their [Employment Opportunities page](#) for full details.

*You'll also find a number of job opportunities at these Q Shelter member and partner organisations:*

[Micah Projects - South Queensland Coordinator, Specialist DFV Practitioner, and 4 other vacancies](#)

[Tenants Queensland - Tenancy Advice Worker \(Regional\), Empowering Renters Project Officer](#)

[Orange Sky - Coordinator, Remote and Indigenous Services, Brisbane](#)

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# Service Integration

## Regional Care Coordination

You can now find all the latest information, contact details and data on the regional care coordination activities and networks on The Deck.

[Service Integration | The Deck](#)

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## Closing quote

“There is a need for a framework to better manage rental increases in Queensland. In this constrained housing market, having no structure or guidance for rental increases is a recipe for disaster, and we are seeing that play out in the private market right now.”

[Fiona Caniglia, Q Shelter CEO](#)

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