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December Home Matters

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From our Leadership Team

For the next three months, I have the great privilege of leading the Q Shelter team as Acting CEO, and working with our board, leadership team, and the wider Queensland housing and homelessness sector. We wish our CEO, Fiona Caniglia, the very best for her sabbatical and look forward to welcoming her back to the helm early in the new year.

For the Q Shelter team, though, it's business as usual, with a strong emphasis on our current priorities. We are focused on securing positive policy investment terms for housing and homelessness in the new government term. Additionally, we are committed to fulfilling our key government contracts and being readily available to support our members and sector partners and their objectives of helping people in need of support and a place to call home.

November events

Thank you to those who joined us for our November events, which included the Regional Representatives Forum, CEO and Senior Leaders Lunch, Brisbane Strategic Leaders Forum, and our AGM. It was great to have the new Minister for Housing and Public Works and Minister for Youth, The Hon. Sam O'Connor MP, join us, alongside Property Council Australia Chief Executive, Mike Zorbas, and lead reviewer of the independent review into homelessness response, Rachel Hunter PSM.

Launch of QShelter Alumni

We welcomed our first intake of [Q Shelter Alumni](#) at our AGM in November.

- Eleri Morgan-Thomas
- Jon Eastgate
- Adrian Pisarski
- Emma Greenhalgh
- Teresa Reed
- Alana Kanafa
- Murray Benton

The purpose of the Alumni is to strengthen and retain relationships between and among current staff and committee members, and those who have served earlier. You can [find out more about the program on our website](#).

Social Work Conference

Representatives from Q Shelter attended the International Conference on Social Work in Health and Mental Health (ICSWMH) in Melbourne recently. Dr Fiona Oates presented at the conference, alongside Jo Draper and Liz Kemp who

promoted the HomeNow campaign and WellNow Wellbeing Framework developed under the Workforce Connect project. [Read more about the conference below.](#)

2024 Awards and Bursary

Congratulations to the winners of this year's Deirdre Coghlan Bursary Award and Kent Maddock Memorial Award.

The Deirdre Coghlan Bursary is awarded to Q Shelter members or member organisations to support capacity building or professional development in the housing and homelessness sector. This year's recipients have received funding towards training for First Nations cultural awareness, domestic and family violence, and mental health first aid.

- **Riverbed Action Group Outreach & Support Service**, Mount Isa
- **3rd Space**, Brisbane
- **BABI Youth and Family Service**, Wynnum

You can read more about the [Kent Maddock Award winners by scrolling down in this newsletter](#), including a video from Mayor Peter Flannery of the City of Moreton Bay.

Lord Mayor's Charitable Trust

We want to pass on our thanks to Mayor Adrian Schrinner and the Lady Mayoress Nina Schrinner, for their donation through the Lord Mayor's Charitable Trust this year. The grant is providing funds for Christmas hampers which our staff will deliver to the social housing residents in the Spring Hill precinct where the Q Shelter office is located.



Warm regards,



Jackson Hills

Acting Chief Executive Officer

New dates for Applied Suicide Intervention Skills training

This two-day, in-person workshop is now booked in for Wednesday 19 and Thursday 20 February 2025.

ASIST is the only workshop of its kind — participants learn an evidence-based suicide intervention model to intervene and help prevent the immediate risk of suicide. Developed in 1982 and regularly evaluated and updated to reflect best-practice in suicide prevention, ASIST has over 30+ peer-reviewed studies proving its ability to reduce thoughts of suicide for those at risk.

[Get more details and secure your place on Eventbrite now.](#) Q Shelter Member discounts apply and if you book before 24 December 2024, you'll receive an additional \$30 off your ticket price.

Funded Housing and Homelessness Certificate

After receiving feedback from the sector through the Workforce Connect Program and other areas, Q Shelter is compiling a business case to seek funding for a **Certificate IV in Housing and Homelessness**.

To assist us with this business case, we are seeking [input from sector leaders via a short survey](#). This survey will only take a couple of minutes to complete and may

help secure essential funding for training programs that attract and retain quality staff in our sector. Your input is invaluable, so thank you for contributing.

FUNDED CERTIFICATE SURVEY

Community Housing Futures

Thank you to everyone who participated in our recent industry consultations to investigate future priorities for the Community Housing Futures Program (CHFP). The input received, along with the evaluation report due for completion by AHURI, will help inform what iteration two of the program will look like.

The joint program partners – CHIA Queensland, ATSIHQ, and Q Shelter – continue to engage with the Queensland Department of Housing and Public Works on the future initiatives of the program, and we expect to be able to provide more of an update in early 2025.

You can [subscribe to additional updates about the program on the website](#), or alternatively, please email [Liz Kemp, Acting Sector Capacity Lead](#).

The CHFP was established to enhance the capability and capacity of Community Housing Organisations to increase social and affordable housing supply in Queensland. So far, the Program has supported CHOs to access grants for specialist business advisory services, growth readiness assessments, and growth-related training, education and tools. You can find [more information about the program on the website](#).

2024 Kent Maddock Award winners

Congratulations again to the winners of the [2024 Kent Maddock Memorial Award](#), announced at our AGM last month.

- [City of Moreton Bay](#) for leadership in addressing housing and homelessness challenges at the local government level and in conjunction with the sector.
- [Greater Whitsunday Communities](#) for their work producing the Greater Whitsunday Housing Playbook, and the Housing Summit Action Plan.



Carol Norris, Greater Whitsunday Communities CEO, receives the Award trophy from Jackson Hills at the 2024 AGM



City of Moreton Bay Mayor Peter Flannery, is presented with the Award trophy by Fiona Caniglia at their November Council Meeting.

The Award selection committee named an additional two nominations as highly commended: [Townsville Housing and Homelessness Network \(HAWN\)](#) and the [Gold Coast Youth Service](#).

Overall, there were several worthwhile nominations this year, and we hope to bring you more detail on each of these in the new year.

Workforce Connect

Last month, Q Shelter's Workforce Connect team proudly presented at the [International Conference on Social Work in Health and Mental Health in Melbourne](#). This global conference brought together passionate professionals committed to building healthier, more equitable communities worldwide.

The team delivered an engaging presentation titled "Enhancing Workforce Wellbeing, Attraction, and Retention in the Housing and Homelessness Sector in Queensland." They presented on the HomeNow campaign and the WellNow Workforce Wellbeing Framework and how the projects are designed to prioritise staff wellbeing, resilience, retention and attraction to strengthen our sector's workforce.



On the move to share WellNow

The Workforce Connect team has been on the road visiting regional Queensland to share the [WellNow workplace wellbeing framework and resources](#). Recent stops have included Roma, Miles, Ipswich, Toowoomba, and Moreton Bay. We would love to assist your organisation and team in implementing the framework and resources to build a stronger, healthier workforce together.

Want to get involved?

- **Book a session:** If you'd like to schedule a WellNow session for your team, contact jo.draper@qshelter.asn.au
- **Become a Wellbeing Champion:** Join our network of Wellbeing Champions! Help spread the message and support your organisation or region in implementing the Wellbeing Framework. [Click here to learn more and sign up!](#)

Boost recruitment campaigns with free resources

Through the [HomeNow campaign](#), we've developed an incredible suite of resources to supercharge your recruitment efforts and share real stories from our sector. These include videos, images, and presentations—everything you need to make your campaigns more impactful and effective. The best part? These resources are completely free for you to access! [Click here to explore and download them now](#).

Promote your organisation to job seekers on HomeNow

Don't forget you can list your organisation as a potential place of employment on the [Opportunities page on the HomeNow website](#). We are eager to feature as many organisations as possible to job seekers, volunteers and students and showcase the depth and diversity of organisations across the sector. It's free and easy to be listed on the page – [view the registration form for more information](#).

The monthly [HomeNow email newsletters](#) also include featured jobs from the sector in each edition. If you have a vacant role you would like to promote, please contact us: workforce-connect@qshelter.asn.au.

National Elder Abuse Research Program

The Australian Attorney-General's Department has commissioned and funded the Australian Institute of Family Studies, partnering with Queerspace, to undertake research on the abuse and mistreatment of lesbian, gay, bisexual, transgender, intersex, queer, and/or asexual (LGBTIQA+) older people.

The research will help improve understanding of the experiences of abuse and mistreatment among LGBTIQA+ older people by examining the nature and dynamics of this abuse and mistreatment, its effects, and what effective service responses look like from the perspective of this LGBTIQA+ people.

LGBTIQA+ adults of all ages are invited to participate through an online survey, interviews, and/or focus groups. [Visit the AIFS website for full details](#).

Centre for Justice call for papers

QUT Centre for Justice will be releasing a Briefing Paper Series on Housing and Homelessness in August 2025 at the annual Lady Musgrave Trust Women and Homelessness Forum. This special edition aims to produce a series of papers providing clear, practical and accessible content for policy makers and social housing providers and those working in the support services sector. Papers for this collection are being sought from academics and practitioners working in the housing and homelessness sector.

Papers (2000 word limit excluding references) can be based on a previously published report, journal or book chapter or new research and approaches for homelessness. Full details of [submission guidelines and how to submit can be found on the Centre for Justice website](#).

Encouraging careers in urban planning

The Planning Institute of Australia has launched a recruitment [campaign to encourage people to Become a Planner](#). The campaign includes a number of quizzes, videos and other resources to show what planners do, and help someone decide if a career in urban planning is right for them.

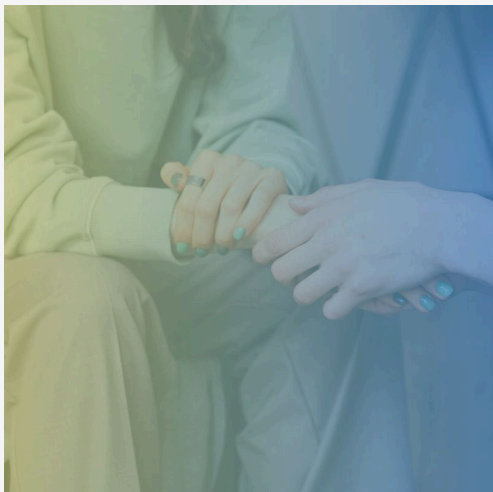


Q SHELTER Events

Engage | Learn | Celebrate

Top training and events

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



Mental Health 101: Understanding the Queensland Mental Health System

Online, 10 December 10am
A comprehensive overview of the Queensland Mental Health System.

[**REGISTER NOW**](#)

Lived Expertise Community of Practice

12 February 1-3pm
The first monthly meeting for this COP, fostering a supportive and inclusive environment within the housing and homelessness sector workforce.

[**REGISTER NOW**](#)





Case Note Writing Workshop

Online.

27 February 10am

Interactive workshop with practical tools and techniques to improve the quality of case note writing with an assessment-based framework.

[REGISTER NOW](#)

Self-paced online courses

[Visit our learning portal](#) to see all of Q Shelter's self-paced training courses, most available free of charge to the sector.

Trauma-Informed Care introduction

Self-paced online training, start any time.

Members: \$100 | Non-members: from \$140



Job opportunities in the sector

Q Shelter sponsor **Bloom HR** is currently advertising a number of roles for the newly created [National Aboriginal and Torres Strait Islander Association, based in Cairns and Far North Queensland](#).

The **Department of Housing and Public Works** is recruiting a number of positions in regional and head office roles. On the [Queensland Government Jobs site](#), scroll down and select Housing and Public Works from the Department option to browse all current vacancies.

There are several services currently advertising multiple housing and homelessness vacancies:

[Brisbane Youth Service](#)

[Community Housing Limited](#)

[Micah Projects](#)

[Tenants Queensland](#)

Have you seen all of the [Opportunities currently listed on HomeNow](#)? To list your organisation, [register to add it to the HomeNow.org.au website](#).

Latest research

Our feature research on The Deck this month is '[Call unanswered: Unmet demand for specialist homelessness services](#)' by Homelessness Australia.

This is just one of the many recent academic and sector research reports you can [sign-up to have delivered direct to your inbox from The Deck](#) every Friday.

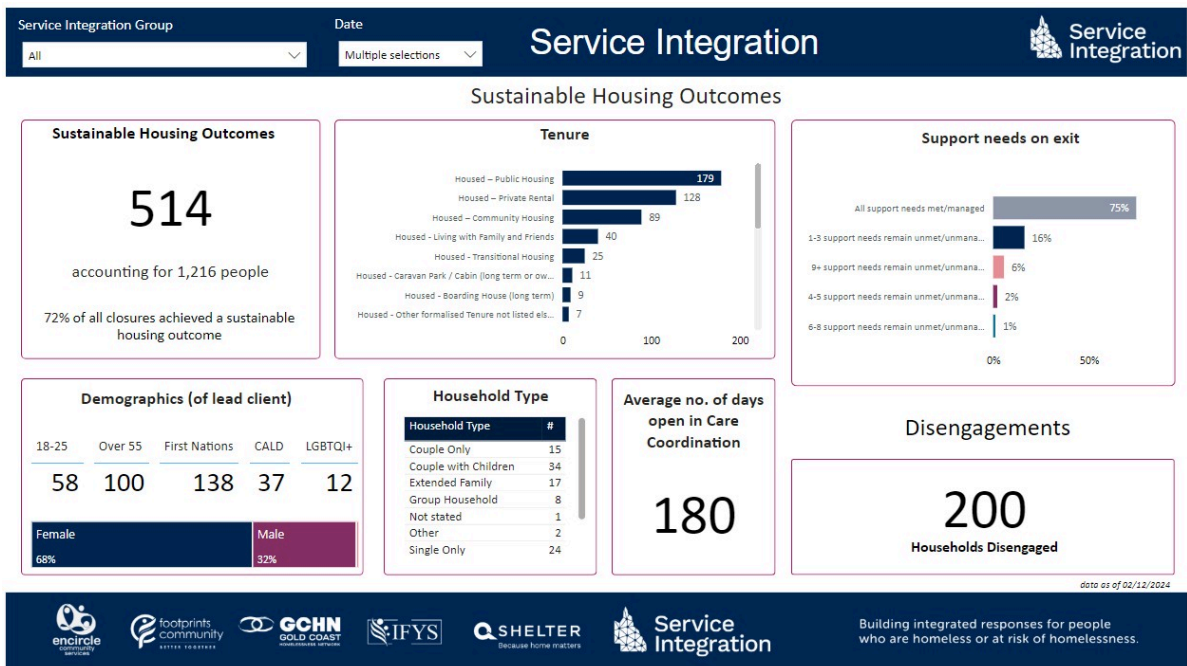




Service Integration Initiative

You can now find all the latest information, contact details and data on Service Integration activities and networks on The Deck. [Service Integration | The Deck](#)

The dashboards allow you to view data from across the Service Integration Initiative or specific regions.



Closing quote

“I have been thinking how fulfilled I am by my work and how energised I feel about continuing to do whatever I can, alongside all of you, to ensure every Queenslander has a home.”

[Fiona Caniglia, CEO Q Shelter](#)

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