

From our Leadership Team



Reflections on my Sabbatical

I have just returned from a sabbatical made available to me because of the support of the [SILA Program](#) and Q Shelter's Management Committee.

It has been a rich time of rest and reflection. We have tackled many projects as a family at home, and I have spent invaluable time with my children. I did take time to read and write, reflecting on a long career so far, to crystallise some of the values, practices and frameworks that guide me the most. I will be publishing some written reflections in the coming weeks.

Part of participating in SILA is to appoint a Step-up-leader. The whole leadership team at Q Shelter and everyone across the organisation played a critical role in ensuring our work continued regardless of my absence. It has been a great demonstration of people's capabilities, our systems, and our capacity to deliver policy advocacy and system capacity-building programs and projects.

Special thanks to Jackson Hills and Stuart Jobling for stepping up. There were other step-up opportunities at Q Shelter because of our participation, and one role was filled by seconding someone from our membership base.

And while our work continued unabated, the entire experience has helped us reflect and transform as an organisation as we meet the present and future with all its challenges. We will be working as a team to capture learnings and reflections to consolidate the benefits that will continue to come from our participation. We are also committed to bringing leadership sessions to members and stakeholders through learning exchanges.

Progress on the Master Agreement and a new Homelessness Ministerial Advisory Council

There are some important developments that I want to call out including the finalisation of the new Master Agreement between the Department of Housing and Public Works and community housing providers. This is an important milestone providing a more certain policy and operating environment for CHPs working so hard to deliver more homes as fast as possible. To everyone involved, congratulations on drawing this stage to a conclusion. It allows us all to focus on housing delivery.

We also welcome the new [Homelessness Ministerial Advisory Council](#) as an opportunity to mobilise leaders and find solutions that address the growing demand for services and the need for longer-term and sustainable answers to the challenges before us.

Funding uncertainty challenges

Q Shelter continues to engage with the State Government about providing funding certainty (inclusive of the 20% uplift) for Specialist Homelessness Services. We know the lack of certainty is challenging and acknowledge the great work you have all done to engage with Government about this important issue. We will keep you abreast of any developments.

The urgency for prevention

I saw a new [tender for expanded tenancy sustainment support services](#) in targeted locations. As we chart our way to a future where we end homelessness, we must navigate away from heavy investment in crisis responses to genuine upstream prevention.

I am heartened to see tenders like these. Q Shelter will continue to advocate for policy settings and program designs that put prevention first. This will include how we support people and ensure enough housing supply.

Join us on the Gold Coast

An amazing array of June events are heading our way including Q Shelter's [CEO and Senior Leaders' Forum](#). I hope you will join me and the whole Q Shelter team for a great event where we can connect and hear from great speakers keeping us informed.

Warm regards,



A handwritten signature in dark ink that reads "Fiona Cariglieri".

Chief Executive Officer

Call to reconsider deferral of anti-discrimination laws affecting homelessness

On 14 March, the Queensland Government [announced that it would defer the new anti-discrimination laws](#) due to take effect from 1 July 2025. Part of the changes due to come into effect were aimed at protecting victim-survivors of domestic and family violence, and people experiencing homelessness

As such, Q Shelter and QCOSS have signed a joint letter to the Minister for Housing and Public Works, asking that the government reconsider the deferral of these changes in order to protect those and other vulnerable people from discrimination.

You can [read the letter on the Submissions page of the Q Shelter website](#).

Changes to Tenancy Laws

The Residential Tenancies Authority (RTA) has published the new standardised rental application forms (Form 22/R22). From 1 May 2025, a property manager/owner must use this standardised form as outlined under Queensland tenancy laws.

The RTA has made this and other new forms available in advance, and is encouraging the sector to start to use the new forms to ensure a smooth transition and compliance with the Act.

Accessing the new forms

Use the links below to access the new forms:

- [Rental application form for general tenancies and moveable dwellings \(Form 22\)](#)
- [Rental application form for rooming accommodation \(Form R22\)](#)
- [Request for approval to attach fixtures or make structural changes \(Form 23\)](#)

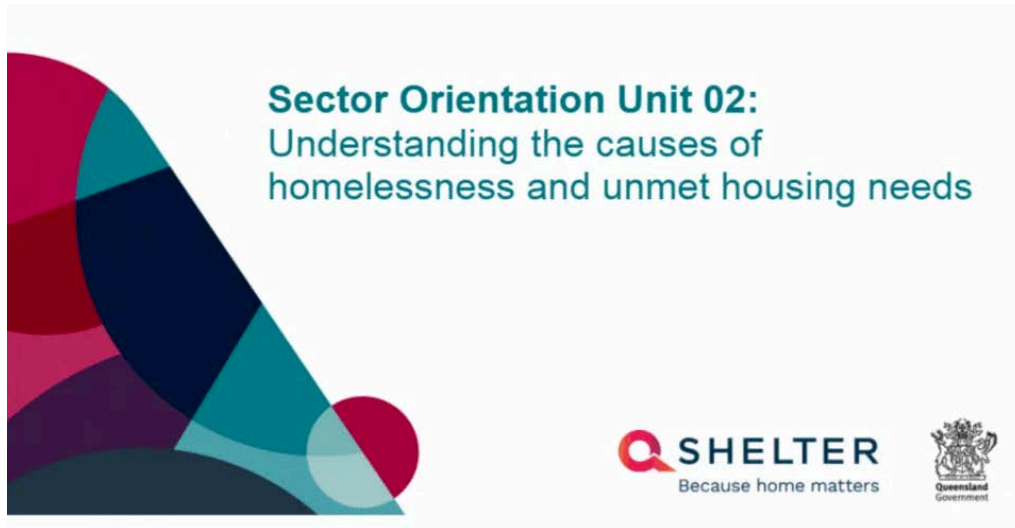
The RTA has published dedicated resources on the [application process](#), [personal information requirements](#) and [process for requesting to install fixtures or make structural changes](#), as well as a comprehensive list of [frequently asked questions](#) (FAQs) to assist you in navigating all changes commencing on 1 May 2025.

For more information, refer to the [RTA's rental law changes webpages](#) where you can access a podcast, webinars and other short videos relating to the reforms, and if you have any additional questions about the changes, please contact outreach@rta.qld.gov.au.

Sector Orientation training launching soon

In collaboration with the Department of Housing and Public Works, Q Shelter will shortly launch the sector's first self-paced orientation training, and we're making it available for everyone, for free through our Self-Paced Learning platform.

This course is designed for new employees to the housing and homelessness sector. It will also be ideal as a resource to share with partner organisations and teams who support delivery of services to people facing housing need and homelessness.



Keep an eye out for our launch announcement in the coming weeks, and we encourage you to share this new resource with your teams, include it as part of your internal on-boarding process, and share it with other organisations that would benefit from a deeper understanding of housing and homelessness in Queensland.

The Priority Project secures funding

After delivering a 12-month pilot program in SE Queensland, an [independent review into The Priority Project](#) has highlighted the success of this partnership.

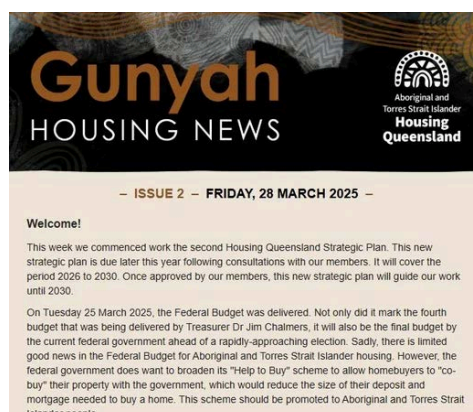
By working with DFV services, real estate agents, and tenants, the program has supported 23 women and 49 dependents to secure safe and stable rental housing during the pilot, with an estimated cost saving of over \$600,000 across housing and healthcare outcomes.

As a result, [The Priority Project](#) is keen to speak to case managers, service providers and real estate agencies that would like to know more about the project. [Contact the team](#) to organise a presentation or to find out more.



Unlocking 80,000 build-to-rent homes

The Property Council of Australia, CHIA, and National Shelter have [welcomed regulations supporting the delivery of 80,000 build-to-rent homes](#) over the next decade.



ATSIHQ Newsletter

It was exciting to see the first two editions of **Gunyah Housing News** from Aboriginal and Torres Strait Islander Housing Queensland, delivered last month.

You can read the [latest edition online via this link](#).



Free event: Gympie

Doing It Tough are organising a free community event on **19 June** at **Gympie Senior Citizen Centre**.

Anyone who is doing it tough is welcome to come along for free breakfast and lunch, health checks, housing, legal and financial information. The event runs from 8am to 2pm. [Contact Tracey McNee](#) for more details.

CEO & Senior Leaders Forum

Tickets available for headline June event

With less than 12 weeks to go until our CEO and Senior Leaders Forum in June, it's a timely reminder to [check that you have secured your tickets](#) for Q Shelter's headline bi-annual event.

Confirmed guest speakers include Scott Langford, CEO Housing Australia, and the Hon. Sam O'Connor MP, Minister for Housing and Public Works.

**20
25** June CEO and
Leaders Forum
QT Gold Coast

Guest speakers



Scott Langford
CEO, Housing Australia



Hon. Sam O'Connor
Minister for Housing &
Public Works

A full week of activity

Remember that there is now a solid week of events planned for 16-20 June on the Gold Coast to coincide with the [National Homelessness Conference](#). The graphic below gives you a quick reference to some of the key activities and events that the sector has planned for that week.

Housing and Homelessness Hit the Gold Coast: June 2025				
MON 16 JUN	TUE 17 JUN	WED 18 JUN	THU 19 JUN	FRI 20 JUN
Local Government and Homelessness Workshop	National Homelessness Conference Day One	National Homelessness Conference Day Two	Conference Workshop Day Joint Lunch Regional Forum	Regional Forum CEO & Senior Leaders Forum Networking Event
				

Events and training



De-escalation Training

TOWNSVILLE: Session 1

Learn to manage confrontational and aggressive behaviour.

[23 APR 9am - BOOK NOW »](#)



Workshop: Exploring 8 Dimensions of Wellness REDLANDS

Learn tools and strategies to enhance individual wellbeing.



Leadership Essentials

This free online 'lunch and learn' session will build confidence, help you apply practical strategies for effective team management.

[14 MAY 12pm - BOOK NOW »](#)

Culture and wellbeing workplace strategy

The Workforce Connect Project team at Q Shelter are offering sector organisations three different in-person workshops to support workforce wellbeing.

1. **Enhance staff wellbeing, retention, and resilience using the WellNow Wellbeing Framework.** 90 minutes, Free.
2. **Culture & Wellbeing Strategy Workshop.** 2 hours, discounted rates for Q Shelter member organisations.
3. **Exploring the 8 Dimensions of Wellness.** 2 hours, in-person or online, discounted rates for Q Shelter member organisations.

To find out more, or to reserve a date for your organisation, [contact the Workforce Connect project team](#).

Youth Homelessness Matters Day

An exciting partnership between Yfoundations, the Property Industry Foundation, UnLtd, Oglivy Australia and PHD Media is seeking to educate all Australians on the crisis currently facing 43,000 young people every night.

On **16 April 2025**, the Youth Homelessness Matters Day campaign will aim to raise awareness, petition governments for a separate youth housing and homelessness plan, and raise funds for the sector.

Find out more about the campaign and [how to support via the website](#).

Career opportunities on HomeNow

[Sharehouse Youth Townsville](#) are [looking for their next CEO](#), while **IRASI** are looking for a Service Manager. Just two of the many organisations listed on the [HomeNow](#) site.

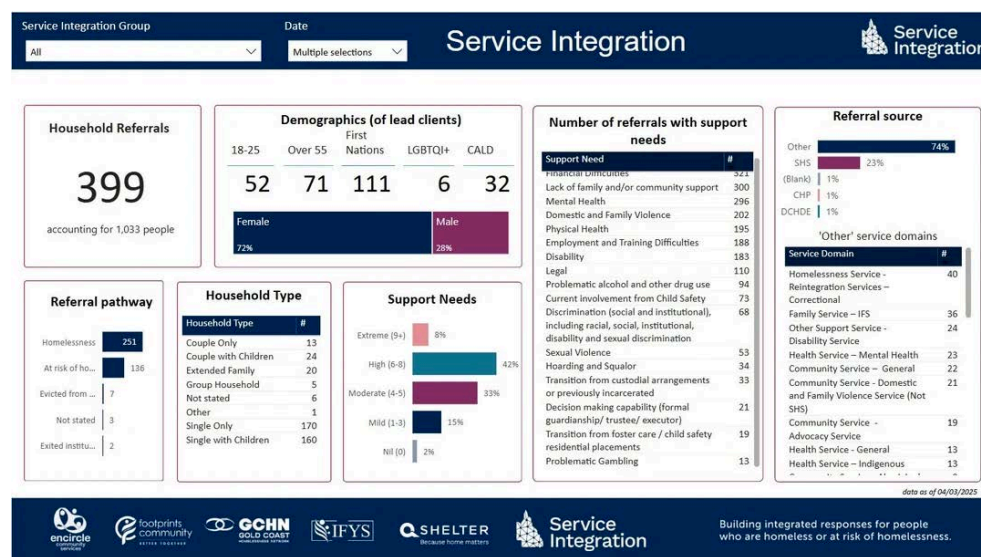
There are plenty of organisations in the sector looking for the right people to fill vacancies from executives and voluntary board members, through to frontline family and housing support roles. Here's [a selection from the Ethical Jobs site](#).

Service Integration

Region contact and referral information

Service Integration is currently delivered in 14 priority locations across Queensland. Its goal is to strengthen local service systems to deliver sustainable housing and comprehensive support pathways for people who are homeless, or at risk of homelessness.

You can find details of the Service Integration groups operating around Queensland, including contact details and how to access referrals [from The Deck](#).



Closing Quote

“This legislation is badly needed, especially for people on lower incomes. Any day that gives people more housing security is a good day.”

[Karen Walsh, CEO National Shelter.](#)



Thanks for signing up to Q Shelter's newsletter and regular updates. Check our social media channels above to follow us for more regular updates, or to share our stories with your colleagues and networks.