



Home Matters

October 2025

From our Leadership Team

A 20-year strategic plan for Q Shelter

Over this last month, Q Shelter has launched *Beyond Shelter: Hope, homes, futures*. It is a new [Q Shelter Strategic Plan](#) reflecting a bold vision over the next 20 years. It reflects three refined strategic focus areas, a new set of guiding principles and a commitment to helping system-level change to achieve genuine prevention.

We were humbled by the attendance of 160 people from every facet of the housing and homelessness system, reflecting our sustained work to engage the entire ecosystem in growth and reform. We congratulate our Management Committee on their commitment and vision. Now it is our job to achieve successful implementation.

We also thank the Hon. Sam O'Connor, Minister for Housing and Public Works, for being available to help us achieve such an important milestone. A big shout out to Zara Mearns, a student currently with Q Shelter who won an internal competition to come up with the title for the plan. It inspires and guides us as we look to the future.

Q Shelter's new Innovate Reconciliation Action Plan

Q Shelter has also received conditional approval from Reconciliation Australia for our Innovate Reconciliation Action Plan. We have worked closely with Wade Krueger and his team to develop the plan and reach this important milestone. Over the coming months, we will be travelling to regional Queensland to launch the plan.

Micro-credentials come to the regions

We are proud to be working with TAFE Queensland to deliver micro-credentials to support the induction of new staff in community housing and specialist homelessness roles. These are being delivered face-to-face in various locations, with an online product available as well. We appreciate funding from the Department of Trade, Employment and Training to develop this training, helping our growing sector to attract and retain the workforce. [Visit our events page to register to attend.](#)

Other highlights over the last month include:

- Supporting a workshop led by the Housing Older Women Movement to explore community-led housing models in Queensland
- Launching the Leadership Lab, an internal professional development suite of activities to encourage and support the Q Shelter team to develop as leaders and intentionally plan for their career-long impact
- Making our contribution to the review of Programs being undertaken by the Department of Housing and Public Works
- The launch of Q-CHIP, a new investment pipeline of funding to enable and grow community housing provision in Queensland
- Continued collaboration with the SEQ Council of Mayors and the Department of Housing and Public Works to progress collaborative solutions to homelessness involving all local governments in SEQ
- Participation in the HMAC sub-committee on supportive housing
- Continuing our collaboration with ATSIHQ and Q Shelter to deliver capacity support to community housing providers.

Please join me at the CEO and Leaders Lunch, our AGM and end of year celebration

Q Shelter is busily preparing for our end of year events where we showcase our year at the [AGM and our sector-wide end of year celebration preceding our CEO and Leaders' Lunch](#). This year, the focus will be firmly on prevention, with the Hon. Amanda Camm, Minister for Families, Seniors and Disability Services, and the Minister for Child Safety and the Prevention of Domestic and Family Violence as a keynote speaker. I look forward to welcoming you all there.

Warm regards,

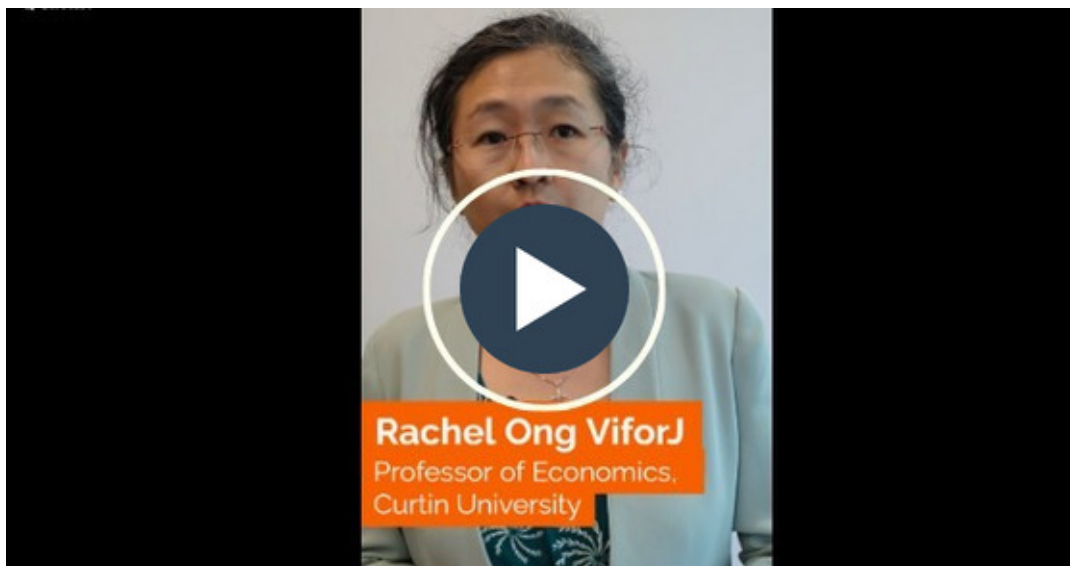


Fiona Cariglieri

Chief Executive Officer

Community-led Housing Roundtable

Following last month's Community-led Housing Roundtable, we asked one of the presenters, Professor Rachel Ong ViforJ, why she believed the community-led housing model was a good housing solution for older adults.



CEO & Leaders Forum just six weeks away

Early bird pricing ends next week



Proudly sponsored by Bluebird and Bedford Builders, our next CEO and Leaders Forum is fast approaching. On Friday 14 November at Rydges South Bank, we'll again feature presentations from speakers addressing key topics for today's housing and homelessness sector.

Amanda Camm, MP

Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence, Queensland Government

Dr Michael Fotheringham

Manager Director, Australian Housing and Urban Research Institute (AHURI)

The agenda will also include updates on community housing capacity building activities, and information on the Preventative Peaks Alliance, which is made up of PeakCare, Queenslanders with Disability Network, Neighbourhood Centres Queensland, QATSI CPP, and Q Shelter.

You can [get 20% off your ticket price until 14 October](#), for what is always a leading event on the sector's Queensland calendar.

Our sponsor: Bedford Built

[Bedford Built](#) is proud to partner with Q Shelter to address the urgent need for more social housing across Queensland. If a fast-tracked, high quality, social or affordable housing project forms part of your business strategy, contact Bedford Built by email office@bedfordbuilt.com.au or call them on 07 3376 8183.



Brothers Matthew and Nicholas Bedford at our recent Strategic Plan launch with members of Q Shelter Management Committee and CEO

Deirdre Coghlan Bursary open for members



Deirdre Coghlan Bursary Award 2025

Funding training and professional development
activities in the housing and homelessness sector

Q SHELTER
Because home matters

NOMINATIONS NOW OPEN

Q Shelter members can now nominate for the 2025 Deirdre Coghlan Bursary Award.

Named in honour of founding and life member of Q Shelter, Deirdre Coghlan, this bursary can be used to fund training or professional development activities for Q Shelter members who work or volunteer in the affordable housing and homelessness sector.

[Nominations close 17 October](#), and winners will be announced at our AGM on 13 November 2025.

Social Housing Design Guidelines

Last chance to have your say in Government consultation

Housing needs change over time, and the Queensland Government are looking for ways to improve, and want to hear your thoughts on what makes good social and affordable housing design in Queensland.

They are seeking feedback from architects, builders, developers, social housing tenants, community housing provider and peak bodies. Whether you fit into one of those categories or not, now is your opportunity to have your say.

The [survey on the Queensland Government website](#) can take as little as five minutes to complete. **Consultation closes 8 October 2025.**

Recent PDA submissions from Q Shelter

Q Shelter's Policy team recently made submissions into two Priority Development Area (PDA) schemes: [Woolloongabba](#) and [Northshore Hamilton](#). We believe that PDAs are a valuable way to produce various housing outcomes through a coordinated and intentional, state-led process.

We are concerned about the proposals to remove some housing affordability targets, as well as targets related to housing diversity and type. We do, however, acknowledge the significant progress we have made with Economic Development Queensland to advance various market-led opportunities for community housing providers over the past 18 months.

To see all of our policy submissions, [visit the Q Shelter website](#).

Professional services: Events



Q Shelter understands that many organisations don't have the resources to plan events and run engagement projects for their stakeholders.

To help meet this need, Q Shelter is now offering bespoke event support on a fee for service basis. Jessica Pragnell, our in-house event and engagement specialist, is available to discuss how this can work for you. [Contact her to schedule a preliminary consultation.](#)

Wellbeing tip of the month

**WELL
NOW**

How do new staff learn your values?

Something as simple as an onboarding checklist can not only boost productivity and make internal processes smoother, it could also boost retention and job satisfaction.

Thinking about how we introduce new team members to our organisation's values and culture is a valuable exercise in itself. A simple checklist can effectively integrate new employees, enhance retention and overall job satisfaction.

You'll find [templates for onboarding checklists and other resources that you can customise to suit your needs on the WellNow website.](#)

wellnow.org.au

HOMENOW
Homes for people, careers with impact.

HomeNow is wrapping up (but not going away)

After almost two years, the HomeNow campaign has come to an end.

But the [HomeNow website](#) will remain live, and you'll still be able to access a range of resources for both employers and job seekers, including videos and links to Queensland housing and homelessness organisations looking for new people. Make sure you visit the website to browse the resources on offer.

Luckily, as a Q Shelter subscriber, you'll stay updated with what's happening in the housing and homelessness sector through this Home Matters monthly newsletter.

Events and training

Q SHELTER Events

Engage | Learn | Celebrate



Navigating the NDIS part 2

Our next free Learning Exchange is part 2 of this workshop to boost knowledge and skills in navigating the NDIS.

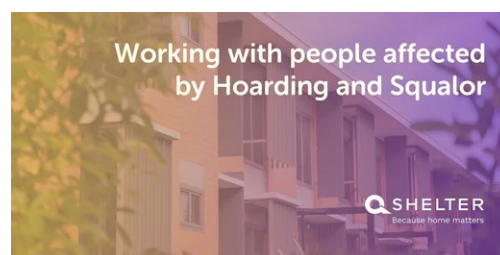
[7 OCT 10AM - BOOK NOW »](#)



Noongar Mia Mia

Noongar Housing First Principles provide a culturally grounded framework for organisations to walk alongside First Nations peoples.

[7 OCT 1PM - BOOK NOW »](#)



Working with people affected by hoarding and squalor

This in-demand training is coming to Cairns.

[10 OCT 9:30AM - BOOK NOW »](#)



De-escalation training

Gain skills to de-escalate situations in a trauma-informed way. Critical for frontline sector workers.

[14 OCT AM or PM - MORE INFO »](#)

Can't find the training you're looking for?

Register your interest in a future training session

From Trauma Informed Care and Mental Health First Aid to Supervision Training and Tenancy Sustainment - you can [add your name to our training waitlist](#) to be the first to hear when the next session is scheduled.

A new EAP offering for Q Shelter members

For several years, Q Shelter has offered a discounted employee assistance program (EAP) to member organisations, their employees and immediate families.

We are excited to be making a transition to a new provider from 1 November 2025, and will be making an announcement in the coming weeks regarding the new EAP services we will be able to provide our members.



Career opportunities

- [CommuniFY](#) are looking for a [Team Leader](#) for their Pave the Way, Sustaining Tenancies Program in New Farm.
- [Anglicare Southern Qld](#) are hiring a Tenancy Resource Officer for Toowoomba.
- [North Queensland Combined Women's Services](#) are looking for a Service Delivery Coordinator.

- [Dept of Housing and Public Works](#) are recruiting Housing Officers for Townsville.
- [Micah Projects are recruiting](#) for several vacancies around Greater Brisbane.

If you have vacancies you'd like to share with the sector, [list them on The Deck](#).

World Homelessness Day 10 October

Systems change to end persistent homelessness

Friday 10 October is World Homelessness Day and World Mental Health Day. [Homelessness Australia is hosting a free online discussion](#) to explore the system change needed to fund housing and support for people with psychosocial disability experiencing persistent homelessness.

The discussion will include experts in homelessness, youth homelessness and mental health to explore the challenges and opportunities for funding and delivery of safe supported housing options that sit at the intersection of housing, homelessness, disability, and mental health systems.



Talking homelessness

Systems change to end persistent homelessness

Funding housing and support for people with psychosocial disability

10 October 2025
12.00 - 1.00pm AEDT (online)

Kate Colvin, CEO, Homelessness Australia
Sue Pope, CEO, Commonground Queensland
Vivienne Brown, Director Policy and Engagement, Origen
David Threlfall, Manager, Policy and Strategy, Mind Australia
Doushka Dobson, Senior Policy & Advocacy Officer, Melbourne City Mission

Celebrating World Mental Health Day and World Homeless Day with practical solutions

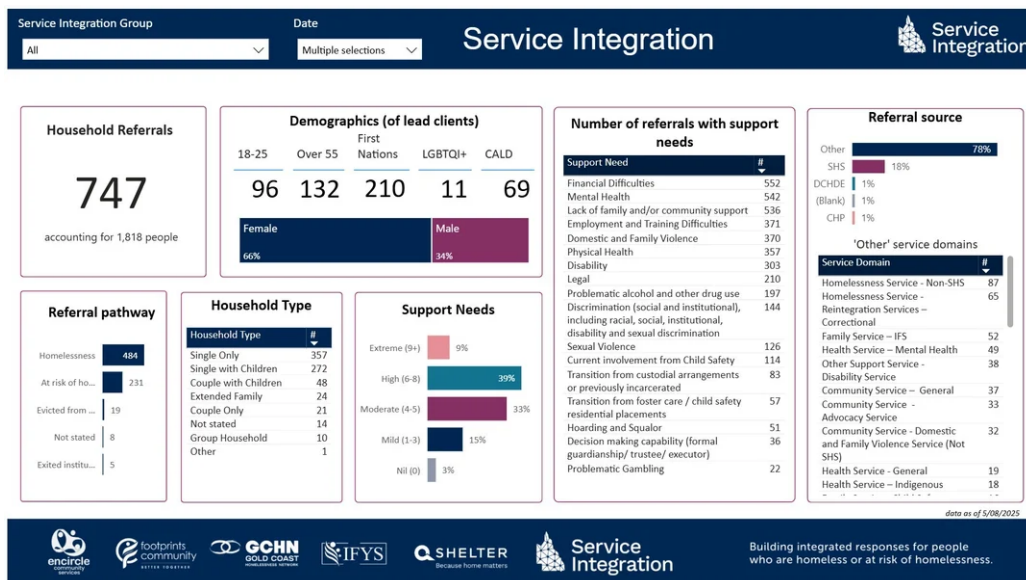
Service Integration

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](#).

You can also now browse the Service Integration data from the 2024-2025 financial year. The capture below shows overall data for the year, but the dashboard on The Deck is fully interactive, allowing you to search through specific regions and filter for various metrics.



Closing Quote

“Community-led Housing is a model that promotes community and participation, and with an ageing population, we've seen that the more community participation older people have, the better their mental health.”

[Prof Rachel Ong ViforJ](#), speaking at the [Community-led Housing Roundtable](#).

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.

Q Shelter, PO Box 214, Spring Hill, Queensland 4004, Australia, (07) 3831 5900

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