



Home Matters

September 2025

From our Leadership Team

Highlights during August

As an organisation, the last month has produced many highlights:

- Speaking on prevention at the Lady Musgrave Trust's Homelessness Week event
- Convening prevention and child safety experts in a round table to talk about a system designed for genuine upstream solutions
- Making two submissions to the Productivity Commission Interim Report focused on the expansion of Modern Methods of Construction, defending the Liveable Housing Design Standards and urging the retention and expansion of planning system reforms
- We also advocated for greater engagement with Community Housing Providers to achieve the inclusion of social and affordable housing in Priority Development Areas and through Inclusionary Zoning
- Involving the Housing Diversity Community of Practice in defining principles and priorities to achieve greater housing density and diversity consolidated close to transport, services and other infrastructure
- Writing two submissions about Priority Development Areas (Woolloongabba and Hamilton North Shore)
- Writing to affirm our support for a pipeline of Supportive Housing in key population centres, particularly in the runway to the Olympics and Paralympics
- Tours with Sunshine Coast and Moreton Councils of Common Ground Queensland, led by Sue Pope (CEO of Common Ground)
- Progressing the work of the Homelessness Ministerial Advisory Council as co-chair of the working group with SEQ Mayors
- Progressing our Strategic Plan and Reconciliation Action Plan.

System design to achieve prevention rather than crisis management

We have reached out to the Department of Housing and Public Works to offer assistance to engage with the funded sector and wider human services in the

design of homelessness and housing programs going forward. It will be critical to have engagement with services and also an examination of evidence about how to design a system geared towards ending homelessness.

While the design of programs is critical, there is a wider system response that is vital to our capacity to deliver genuine prevention. Q Shelter will continue to work with the Department to achieve opportunities for input and engagement.

Warm regards,



Fiona Cariglieri

Chief Executive Officer

New FREE micro-credential now available online



The first of our two new online self-paced micro-credential courses: [Understanding and Responding to Homelessness](#), is now available for free via the TAFE Queensland website.

This course has been developed in partnership with TAFE Queensland, through funding from the Queensland Government, in an effort to meet a current knowledge gap for people new to our sector or whose work involves supporting people adversely impacted by housing issues. It provides participants with a foundational knowledge of the Queensland housing system, including its purpose and key providers, exploring the definition, causes, and impacts of homelessness while offering insights into effective responses and Specialist Homelessness Services.

During August we launched the Understanding and Responding to Homelessness course through four face-to-face workshop-style sessions in regional Queensland.

With each session almost sold out and receiving fantastic feedback, we are confident the online courses will receive similar responses.

You can register for the [Understanding and Responding to Homelessness course now on the TAFE Queensland website](#), and we encourage you to share this free resource with your networks. We'll soon be launching the second microcredential, Building Sustainable Tenancies in Social Housing, in the coming weeks, so stay tuned.

Kent Maddock Memorial Award 2025

Now is your opportunity to recognise a place-based alliance, that's 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. ”





**NOMINATIONS
NOW OPEN**

Build a stronger, more resilient workplace with tailored training from Q Shelter



Q Shelter offers a comprehensive range of training opportunities designed specifically for the housing and homelessness sector. Each session provides practical tools to strengthen wellbeing, improve workplace culture, and support staff in challenging roles.

[Our training options](#) include:

- **Workplace Wellbeing:** wellbeing for individuals and workplaces.
- **Stress Management & Resilience:** practical strategies to thrive under pressure.
- **Mindfulness & Meditation:** techniques to calm the mind and sharpen focus.
- **Compassion Fatigue:** recognise the signs of emotional exhaustion and learn strategies for recovery.
- **De-escalation Training:** effective communication tools to defuse tense situations, safely.

Every organisation is unique. That's why we work with you to design a program that reflects your team's needs, workplace culture, and current challenges.

Whether it's a **single tailored workshop** or a **full wellbeing retreat**, our facilitators bring the tools, knowledge, and support to create meaningful change in your workplace.

Learn more about our workshops on the [WellNow website](#), and contact [Jo Draper](#) to discuss how we can best support you.

Video: Building In Faith's Backyard

Last month we gave you a sneak peek of our new video exploring the opportunities in developing community housing projects on land owned by faith-based organisations. You can [now watch the full edition of the video *Building in Faith's Backyard*](#), which features leaders from organisations who have already started work on projects in this area, sharing their insights on the process and benefits.

We encourage providers and developers of community and affordable housing projects to watch the video and explore these opportunities, [visit the Q Shelter website for more information](#).



Grounding with the 5 senses

In a sector where the pace never slows and the emotional demands are high, taking a brief sensory pause can be a powerful reset. It's not just about stopping, it's about reconnecting.

Try this five-sense grounding exercise (takes less than two minutes):

- **See:** 5 things in your environment: eg. a pattern on a wall, the curve of a coffee mug, the movement of a shadow.
- **Feel:** Become aware of four sensations: eg. your feet on the floor, the temperature of the air, or the weight of a pen in your hand.
- **Hear:** Listen for three sounds: eg. your breathing, distant traffic, a bird chirping
- **Smell:** Identify two scents: eg. the aroma of tea, fresh air, a nearby restaurant
- **Taste:** Focus on one flavor: eg. a sip of water, mint gum, a crisp apple.

This simple, sensory pause anchors you in the present, calms your mind, and restores focus, so you can return to your work with renewed clarity and steadiness.

Access an entire suite of wellbeing resources including templates, guides and frameworks, all designed specifically for professionals in housing and homelessness and available for free, from the [WellNow website](https://wellnow.org.au).

wellnow.org.au



Share your feedback on WellNow and HomeNow for one of 5 x \$100 Prezzy gift vouchers!

Two years ago, we sought sector feedback on improving employee attraction, retention, and wellbeing through the Queensland Government-funded Workforce Connect project. Your input directly shaped initiatives such as the [HomeNow](#) and [WellNow](#) campaigns.

After two years of dedicated work, this project is coming to a close*.

To help with our reporting, we invite you to complete a [short survey](#).

Your feedback will help us measure impact and refine the HomeNow and WellNow resources so they remain practical and relevant into the future.

The survey is open to everyone in the sector, whether or not you've used the HomeNow or WellNow resources. The survey takes 10–15 minutes to complete, responses are anonymous, and at the end of the survey you can separately enter your details for a **chance to win one of five \$100 Prezzy gift vouchers**.

[You can complete the survey through this link.](#) We appreciate and value your feedback.

*Although the Workforce Connect project is ending, the HomeNow and WellNow resources, tools, videos, and workshops aren't going anywhere and will continue to support the sector. [You can read more information](#) in our recent email to subscribers.

De-escalation Training dates confirmed



Two dates now open for this popular online and in-person training

Workers in homelessness and housing are managing more distress and aggression among the people we support as the housing crisis worsens. We believe that we can all benefit from gaining more skills to de-escalate someone in a trauma-informed way.

Q Shelter are again offering this practical training session, where staff learn in an interactive and supportive environment to manage confrontational and aggressive behaviours.

Option 1: Tuesday 14 October 9:00am-12:30pm

Option 2: Tuesday 14 October 1:30pm-5:00pm

Note that these sessions include the same content, and will take place both in person in Brisbane, and online.

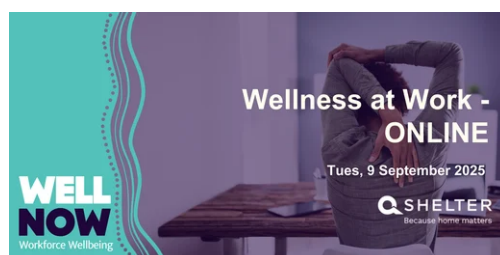
[Find out more and book your place now through Eventbrite.](#)

Events and training

A banner for Q Shelter Events. The background is a gradient from magenta to red. The text 'Q SHELTER Events' is in white, with the Q logo being a stylized speech bubble. Below it, the text 'Engage | Learn | Celebrate' is in white.

Q SHELTER Events

Engage | Learn | Celebrate



Wellness At Work online

A workshop to recharge, manage stress and prioritise wellbeing. Tools to help you and your team thrive at work and beyond.

[**9 SEP 10AM - BOOK NOW »**](#)



Working with people affected by hoarding and squalor

Our first Logan session is almost full, so we have opened a second date, and **Cairns** and **Brisbane** are also available.

[**12 SEP-20 OCT - MORE DETAIL »**](#)



Compassion fatigue series

This new, free online session is available to book for four different dates. Build awareness, resilience, and practical strategies to manage fatigue.

[**25 SEP-2 OCT - MORE INFO »**](#)



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 »**](#)

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.

WE ARE HIRING!

JOIN OUR TEAM



Service Integration

Full-time

- ✓ Provide local assistance to strengthen existing and emerging Care Coordination Groups to provide person-centred and place-based care planning for people with complex needs, and improve integration of service system response for this cohort
- ✓ Support sector partners to facilitate care plans and improved service system responses
- ✓ A senior officer with a proven track record in engagement and community development

APPLY NOW

REGIONAL COORDINATOR TOWNSVILLE

Full details on our site

Career opportunities

Here are just a few of the job vacancies available in the sector right now.

At **Q Shelter**, we are hiring a [Regional Coordinator to work in Townsville](#).

[Community](#) have a vacancy for an [Asylum Seeker Housing Worker](#) as part of the ASRA Outreach Hub model.

[YFS](#) are recruiting a number of roles including a [project lead for the Spark Project in Logan](#).

[Micah Projects](#) also has several vacancies advertised, including for a [Support and Advocacy Worker](#).

[yourtown](#) are advertising for a [Women and Family Advocate](#) based in the [Scenic Rim](#).

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

The Voice of Queenslanders with Disability

The [Voice of Queenslanders with Disability Report 2025](#) has just been released! Hundreds of people with disability, their family members and carers, disability service providers, and peak disability organisations were encouraged to have their say to inform the 2025 Report. Access to accessible, appropriate and affordable housing stood out as a significant issue for Queenslanders with disability in this report.

We encourage you to share this report with your networks.

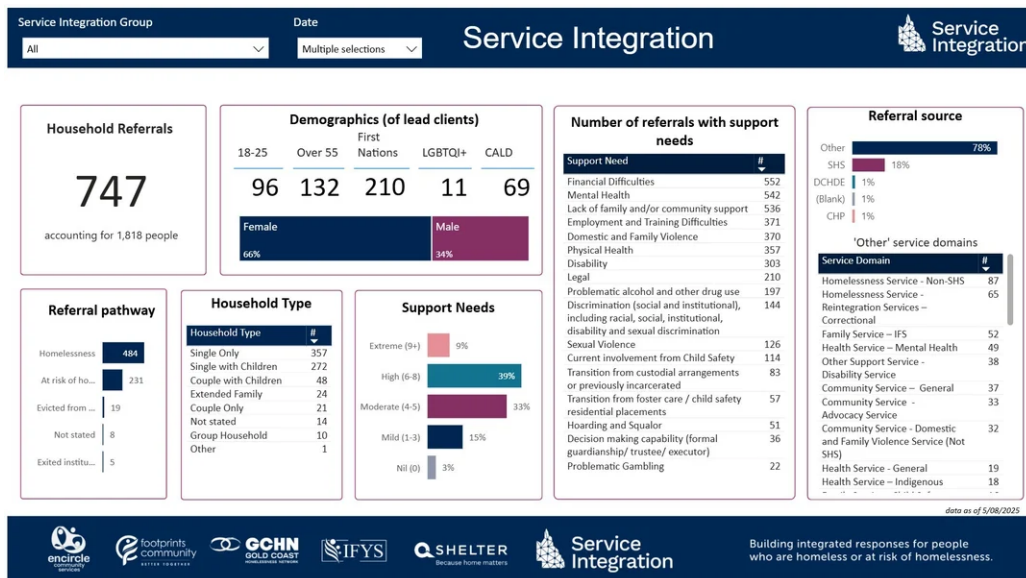
Service Integration

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

“In stark contrast to the same period last year, when the service was supporting between 400 to 600 presentations per month, HART 4000 is now seeing over

1,000 individuals and families each month seeking urgent help to access housing.”

HART 4000 CEO, Karen Dare



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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