



Because home matters

Home Matters

March 2026

From our Leadership Team

National Shelter Council

Late last week, I joined the [National Shelter Council](#) for a series of meetings with key national stakeholders, including Scott Langford from [Housing Australia](#) and Josh Burns MP – the Special Envoy for Housing and Homelessness. As we work to implement [Community Housing Futures with Aboriginal and Torres Strait Islander Housing Queensland \(ATSISIQ\)](#) and [Community Housing Industry Association Queensland \(CHIA Qld\)](#), it was food for thought to consider how to best structure the capacity-building component to achieve increased housing supply by CHOs. We will work closely with ATSISIQ to ensure we have every opportunity to attract growth opportunities to Queensland ICHOs.

It was great to discuss a national housing – just homelessness – plan of the role that the National Shelter Council and network might play in developing a plan. I was inspired to hear Robert Pradolin from Housing AI Australians talk about how he is mobilising the private sector to achieve great housing outcomes. We can't underestimate the impact of engaged communities and businesses putting their support behind housing supply.

Meeting with the Australian Alliance to End Homelessness

We were pleased to sponsor the [Australian Alliance to End Homelessness Leadership Academy training](#) in Brisbane last month. We held very constructive discussions about collaboration to achieve adequate resourcing and support for service integration activities throughout Queensland. We will continue to work with AAEH and the Advance to Zero communities in Queensland to genuinely achieve collective impact and secure future resources.

Supreme Court decision

We note the Supreme Court's decision last week in relation to the City of Moreton Bay council. As you may be aware, we co-chair the South-East Queensland Local Government Sub-committee of the [Homelessness Ministerial Advisory Council \(HMAC\)](#), helping to design integrated solutions to homelessness in public spaces. Our media release speaks in detail about solutions both immediate and longer term. We can't forget the most fundamental right in this situation, is the right to a home that the entire system is struggling to deliver. This set of circumstances highlights the lack of long-term investment in social, affordable and supportive housing. [You can read our full media release on our website.](#)

Lord Mayor speaking at CEO and Leaders' Lunch

I am pleased to welcome The Honourable Adrian Schirmer, Lord Mayor of Brisbane as one of our featured speakers at the [June CEO and Leaders' Lunch](#). It is timely to reflect on the role of local government as we continue to grapple with the complexity and scale of homelessness and housing stress. You'll find more event details and links to register further on in this month's newsletter.

Farewell to Jackson Hills

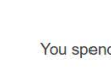
You may all by now be aware that [Jackson has been appointed to the role of CEO of National Shelter](#). We are thrilled to think of him contributing his substantial talents in the national arena. He will remain engaged at Q Shelter in a small advisory role and we will be leaning in to support National Shelter with systems and key functions so that Jackson can hit the ground running.

We will take time during our networking reception on 23 June 2026 to engage you all in a suitable farewell. I know you will join me in congratulating him for an outstanding contribution across his four years at Q Shelter. There is more to say of course but please come to the reception if you can to make it a fitting farewell. I leave you with some of Jackson's words on his appointment to National Shelter.

"This is an incredibly exciting opportunity to help shape housing security and reform across the country, at a time when a strong national voice has never been more important. The work is also deeply personal to me. Most of us know someone who has been affected by housing insecurity, or worse, homelessness, and that reality drives my commitment to this role. When I look back on my time with the Shelter network, I want to know that I helped move us closer to a future where more Australians have access to safe, secure, and accessible housing."

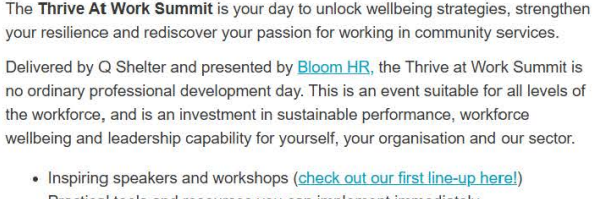
"I'm grateful for the trust that has been placed in me by National Shelter, and for the strong support I've received from Q Shelter as well. I'm excited for what lies ahead and ready to hit the ground running!" – Jackson Hills

Warm regards,



Fiona Caniglia
Chief Executive Officer

Thrive at Work Summit



You spend your days supporting others, but when do you dedicate time to support YOU?

The [Thrive At Work Summit](#) is your day to unlock wellbeing strategies, strengthen your resilience and rediscover your passion for working in community services. Delivered by Q Shelter and presented by [Bloom HR](#), the Thrive at Work Summit is no ordinary professional development day. This is an event suitable for all levels of the workforce, and is an investment in sustainable performance, workforce wellbeing and leadership capability for yourself, your organisation and our sector.

- Inspiring speakers and workshops ([check out our first line-up here!](#))
- Practical tools and resources you can implement immediately
- Connect and network with peers from across the community services sector
- Post-event follow-up sessions and resources as part of your registration.

Gather your team and be there in Brisbane in May to discover how to truly THRIVE at work, every single day. Book your tickets now at [thriveatworksummit.com](#)

Our thanks to Platinum Partner [Bloom HR](#) providing transformational outsourced HR solutions for the not-for-profit, government and community services sectors.

[Book your tickets now](#)

Policy and Strategic Engagement

Q Shelter was pleased to sponsor and present at two key recent events in Brisbane.

- [The AHRC 2026 Conference](#), which included discussions on supportive housing and the 2032 Brisbane Games housing legacy
- [The Alliance to End Homelessness Leadership Program](#): developing place-based leadership and fostering genuine collaboration to drive long-term change.

Our Policy and Strategic Engagement team have spent considerable time over the past few weeks meeting with a range of government and cross-sector stakeholders, discussing points from our [2026-27 Pre-State Budget Submission](#).

We greatly value these meetings and the opportunity to discuss our budget recommendations and how these measures contribute to a healthier housing system for Queensland. You can see highlights from some of [these meetings on LinkedIn](#), and we encourage you to follow us on [LinkedIn](#) to keep up-to-date on all our activity.

We want to draw your attention to the following opportunities for development, feedback and information sharing relevant to our sector.

Brisbane City Plan Amendment – “More Homes, Sooner”

Brisbane City Council has opened consultation on its proposed More Homes, Sooner – Low-medium density residential design amendment to the Brisbane City Plan 2014. The amendment proposes changes to heights, lot sizes and design requirements to enable diverse housing options in well-located areas, while responding to neighbourhood character and amenity.

Consultation is open until 20 March 2026, [see the website for more information.](#)

Land Activation Program – Banyo and Mango Hill Releases

Economic Development Queensland is progressing the new Land Activation Program to unlock under-utilised, state-owned land for housing.

Banyo: A 6.4ha site, 13km north of Brisbane CBD, remediated and ready for medium-density residential development of up to 400 homes. Opportunities for market and affordable housing outcomes. [Request for Proposals closes 25 March 2026.](#)

Mango Hill: 1.5ha of land adjacent to Mango Hill Train Station, near retail, schools and community facilities in major growth corridor. Strong potential for quality residential development. [Market process closes 2 April 2026.](#)

Consultation – Future Directions for the NRSC

Stakeholders are invited to provide feedback on the future of the National Regulatory System for Community Housing, to help inform future policy and regulatory settings. [More information is available on the NRSC website.](#)

June CEO and Senior Leaders Forum



Early bird tickets are now available. Q Shelter and ATSISIQ members can secure early bird tickets for our next CEO and Senior Leaders Forum at the discounted price of \$108.90 (inc GST), or \$165 for non-members.

You can also join us at the iconic [Brisbane City Hall](#) on **Tuesday evening 23 June** for our sector networking event, followed on **Wednesday 24 June** by the sector's premier forum for senior leaders and decision makers. Don't miss your chance to [get tickets at this special early price.](#)



We are thrilled to welcome The Honourable Adrian Schirmer, Lord Mayor of Brisbane, as a featured speaker for our June CEO and Leaders Forum and Lunch. Lord Mayor Schirmer is a key member of the Homelessness Ministerial Advisory Council's SEO Local Government Subcommittee, and we are grateful for his time as a feature speaker, and for the opportunity to host this forum in the iconic Brisbane City Hall.

AI for the not-for-profit sector



Q Shelter have just announced a free webinar to introduce you to the fundamentals of artificial intelligence, demystifying what AI is and the ways it can be practically applied as a not-for-profit.

We'll explore core concepts, ethical considerations, and real-world use cases to build your digital literacy and confidence using AI tools responsibly. [Reserve your place now and join us on Monday 23 March, 10am-11am.](#)

Free in-person micro-credentials sessions

Kingaroy, Redlands, Toowoomba, Gold Coast



In partnership with TAFE Queensland and funded by the Queensland Government, Q Shelter is bringing the [Responding to Homelessness Micro-Credential](#) to four more Queensland locations.

This micro-credential is particularly suited to people in roles that assist those adversely impacted by housing issues, e.g. staff in neighbourhood houses, family support services, youth services, domestic violence services, as well as volunteers and students.

Book your place for this free, four-hour workshop, coming to [Kingaroy Tuesday 17 March](#), [Toowoomba Tuesday 24 March](#), [Redlands Wednesday 25 March](#), and to the [Gold Coast on Thursday 26 March](#).

Free AOD skill set training from Queensland Mental Health Commission

OMHC, in partnership with TAFE Queensland and the Queensland Network of Alcohol and Other Drugs Agencies (QONADA), are offering free AOD skill set training, running for ten weeks starting 24 April 2026.

They are inviting applications from workers in homelessness and housing services, community services, health and social care, and other frontline roles supporting people with AOD concerns. No prior AOD qualifications are required. Applications close **16 March 2026**. For [full details and to apply, visit the OMHC website.](#)

Lady Bowen Trust 2026 grant round open

The **2026 Grant Round for the Lady Bowen Trust is now open, closing on 2 April 2026.**

The Lady Bowen Trust provides practical, personal, and often profound assistance to Queenslanders who are experiencing, or are at risk of, homelessness through the distribution of grants to eligible organisations throughout Queensland.

Visit the [Lady Bowen Trust website](#), and the [Lady Bowen Trust 2026 Grant Round page](#) for full details, including guidelines and application forms.

Voices of Queenslanders with Disability Survey



The **2026 Voices of Queenslanders with Disability Survey** is now live. This survey by Queenslanders with Disability Network, now in its fourth year, gathers lived experience insights to strengthen disability advocacy, supports, and policy throughout Queensland.

Your experiences could help shape advocacy priorities for all community groups to inform discussions with government and leaders across all peak sectors not just people with disability.

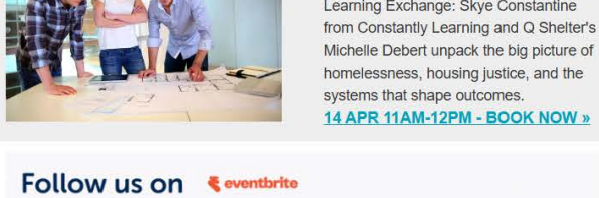
[The survey closes Friday 17 April 2026.](#)

Young Queenslanders' sentiments on housing

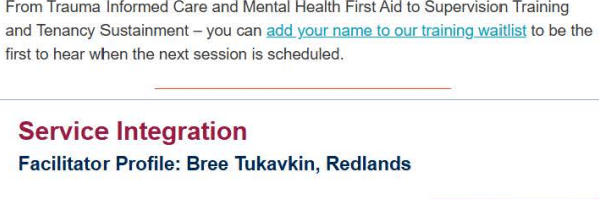


When asked about their sentiments towards housing, young Queenslanders mentioned affordability, accessibility and long social housing waitlists according to the [Young Queenslanders Sentiment Report 2024-25](#), recently published by the Queensland Government.

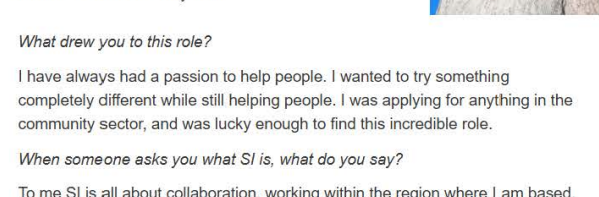
Housing was not ranked as the number one concern by the majority of young people surveyed – mental health was most commonly rated as the number one concern – but responses seem to indicate awareness of issues such as the need for housing co-design for remote and First Nations communities, and appropriate housing for people with disabilities or victims of violence.



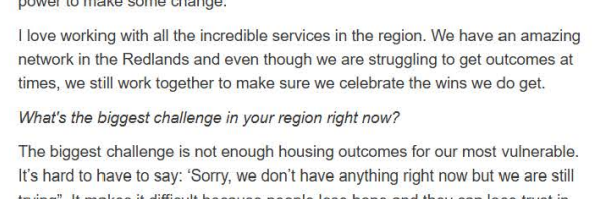
Micro-Credential: Regional in-person sessions
In-person delivery of our Responding to Homelessness Micro-Credential with sites for Kingaroy, Redlands, Gold Coast and Toowoomba. In partnership with TAFE Qld.
[17-26 MAR - FULL DETAILS](#)



Hope, resilience and collective strength for 2026
A space to come together, reflect on experiences, celebrate achievements, and connect with peers who understand the unique challenges and rewards of this work.
[17 MAR 10-11AM - BOOK NOW](#)



Housing First for CHPs and Property Managers
Free tailored training for CHPs and property/tenancy managers on applying Housing First principles. Facilitated by Michelle Debert.
[24 MAR 9AM-12PM - BOOK NOW](#)



Making sense of the system, bigger picture insights
Learning Exchange: Skye Constantine from Constantly Learning and Q Shelter's Michelle Debert unpack the big picture of homelessness, housing justice, and the systems that shape outcomes.
[14 APR 11AM-12PM - BOOK NOW](#)



for all our training and events

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 about the next session is scheduled.

Service Integration

Facilitator Profile: Bree Tukavkin, Redlands

When did you start as a Service Integration (SI) Facilitator?
I started with Q Shelter in July 2022. Before that I was a diversional Therapist at Blue Care for 13 years. I started there at the age of 16 and worked my way up into different roles within Blue Care. I left there when I had my twins.

What drew you to this role?
I have always had a passion to help people. I wanted to try something completely different while still helping people. I was applying for anything in the community sector, and was lucky enough to find this incredible role.

When someone asks you what SI is, what do you say?
To me SI is all about collaboration, working within the region where I am based. It's to bring services from all different cohorts together to assist each client's overall goals and wellbeing. We can't do this work alone. We need each and every one of us to best support our vulnerable clients.

What's your favourite thing about working as a SI Facilitator?
I love that I am working in the community where I live. I can see the issues on a day-to-day basis and, as it's my community, I am wanting to do everything in my power to make some change.

I love working with all the incredible people in the region. We have an amazing network in the Redlands and even though we are struggling to get outcomes at times, we still work together to make sure we deliver the best we can do.

What's the biggest challenge in your region right now?
The biggest challenge is not enough housing outcomes for our most vulnerable. It's hard to have to say "Sorry, we don't have anything right now but we are still trying" it makes it difficult because people lose hope and they can lose trust in what we are trying to achieve, despite our hard work.

Finally, what motivates you to keep going each day?
The clients. If we don't have all of us in our roles advocating and being the voices for these clients, who will do it? It's hard not to have outcomes for people, but if we can just speak to them, treat them like fellow humans and let them know we are trying, it goes a long way.



Jackson Hills and Bree meeting with Assistant Minister for Planning, Housing and Better Regulation and Redlands IUP, Rebecca Young in 2025

Bree with Redland City Councilor Paul Bishop at one of the Southern and Moreton Bay Islands Community Hubs

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

Career Opportunities

Q Shelter Member organisations and partners are recruiting for the following vacancies.

- **Q Shelter – General Manager, Policy and Strategic Engagement**, Brisbane
- **Tenants Qld – Successful Tenancies Project Support Officer**, seeking First Nations applicants, Spring Hill. Now closing 30 March.
- **Kyalra – Case Worker**, Accommodation and Domestic and Family Violence, Nambour.
- **BYS – Youth Worker**, Brisbane.
- **3rd Space – Cultural Engagement Officer**, seeking First Nations applicants, Brisbane.
- **Anglicare – Case Manager, Public Intoxication Program**, Townsville.
- **Micah Projects – Specialist Domestic Violence and Housing Connector**, Brisbane and Gold Coast.

Don't forget that you can list job vacancies for free anytime on The Deck: [thedeck.org.au/jobs](#)

Closing Quote

"We are excited to think of the impact Jackson could have in the national arena. As the national housing crisis persists, we need a renewed approach to strategic engagement and genuine influence over policy and investment. We are proud to think he has emerged from his role at Q Shelter. We look forward to everything it might mean for Australians who are homeless and in housing insecurity right now."

[Fiona Caniglia](#), on the announcement that Jackson Hills will take up the role of CEO of National Shelter.

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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.