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December Home Matters

From our Leadership Team

Dear Colleagues,

Today we have [launched Better Together 2024-2025](#) outlining solutions to unmet housing need and homelessness in Queensland. Our launch is the start of a campaign to highlight our proposed solutions and engage decision makers in the opportunities we suggest.



Fiona Caniglia introduces the panel at today's Q Shelter Policy Framework launch.

There is no doubt current demand for homelessness services needs an uplift in resources. That is why we are suggesting an additional 25% funding for Specialist Homelessness

Services, while we also embed prevention in system design. For Q Shelter, prevention includes ensuring the health of the whole housing system while we also intervene intensively and early in children's lives to prevent later life homelessness.

Q Shelter considers part of a prevention framework to include a recurrently funded tenancy sustainment program around the State. Tenancy sustainment will help to ensure that housing outcomes endure and that people have the support they need to achieve wellbeing across various domains.

We continue to champion planning system reforms and we urge a progressive approach to community housing policy settings so that we fully leverage the assets and capabilities of this important sector.

We suggest significant investment in supportive housing and Foyers, and specific responses to population groups we know are particularly vulnerable.

Brisbane 2032 remains on our radar. A monitoring framework to identify and intervene in population displacement is critical to making sure the Games pay for themselves and the full gamut of their impacts.

Of great importance are recommendations about improved tenancy participation and peer leadership development. Any future housing and homelessness system has to ensure that policy, investment, programs and service delivery benefit from the advice and expertise of people with lived experience.

You'll find our [Better Together Policy Framework 2024-2025 on our website](#), and we'll be sharing more resources from today's launch and panel discussion in the near future.

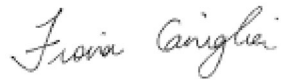
Service Union Survey

Please [take the time to complete the Services Union Survey](#) which closes tomorrow. It is an opportunity to shape the next wave of improvements to the conditions our sector work under. It is an important survey to guide the future and understand more fully the needs of our sector.

End of year reflections

I hope you all have an opportunity to rest and recover after a big year. It is always a time of reflection for me as I think about all our engagement with stakeholders and the continued unmet need of people who are homeless or at risk of homelessness. Q Shelter will be back strong and ready for our work with you to shape policy and investment so that every Queenslanders has a home.

Warm regards,



Executive Director

Sector leaders unite to tackle youth homelessness



Leaders from some of Queensland's housing and social support organisations joined forces on Friday 24 November to urge the community to unite with them to resolve the escalating issue of homelessness among vulnerable youth.

Brisbane Youth Service, Q Shelter, Queensland Council of Social Service (QCOSS), Lady Musgrave Trust, Queensland Family and Child Commission and others revealed the *Not for Rent* campaign, going out across Brisbane thanks to goa's Community Partnership Program providing free advertising to Brisbane Youth Service in support of the crisis appeal.

BYS CEO, **Pam Barker** said, *"A community-wide issue necessitates collective action. While we as a sector look at long-term solutions, we need community support to deliver short-term solutions to young people who have no access to secure accommodation."*

"Brisbane is #NotforRent for many vulnerable young people with accommodation options completely out of their reach. While the sector continues to work together on the urgent need for long-term solutions, the Not for Rent crisis appeal welcomes generous financial donations from the community to help alleviate the most pressing needs of young people."



Q Shelter Executive Director, **Fiona Caniglia**, outlined another way that property managers and landlords can help make a difference.

“This Christmas, we call on property managers and landlords to consider the impact that ongoing rent increases are having on the overall supply chain and the devastating run-on effect it is having on those without the resources to keep up with the inflated market. If you have an unoccupied property or short-term rental, you can change lives by making this available either on the private market or to an organisation that is supporting people facing homelessness.”



New community housing delivered in Roma and Logan

We've been excited to hear the latest news from [Community Housing.\(Qld\) Ltd \(CHQL\)](#), including the opening of two new developments in Roma and Logan.

Roma

In a partnership with the Queensland Government, CHQL is now welcoming tenants into [their newly delivered social housing development in Roma](#). Owned and managed by CHQL, the complex features five one-bedroom apartments that meet Gold standards of the Livable Housing Design Guidelines, catering for people with varying levels of mobility. The development has been designed to be affordable, accessible, close to public transport and community services.



Logan

Completed in May 2023 in partnership with the Queensland Government, their [new social housing development in Logan Reserve](#) is home to 22 new residents all selected from the Queensland Housing Register. It has easy access to essential services, including healthcare facilities, educational institutions, and public transport as well as nearby parks, recreational facilities, and shopping districts.



Cairns

CHQL has also formally submitted its development proposal for [an expansive community housing project, featuring 490 new social and affordable homes at the site of the disused Cairns Twin Drive-in](#), which closed in 2000. The proposed development will be aimed towards seniors seeking to downsize and move into supported independent living in a shift to free up under-occupied social homes for larger households. The application from CHQL and its partner Tetris Capital would come under the government's \$2 billion Housing Investment Fund.



The Handy Guide online service directory

It's been a year since The Lady Musgrave Trust launched [The Handy Guide](#), and it's a timely reminder as we approach the holidays to tap into this resource.

The Handy Guide is an online service directory specifically tailored to assist women in Queensland who are experiencing, or at risk of, homelessness, with a particular focus on identifying and escaping from unsafe relationships.

The [Christmas and holiday season is traditionally a time when domestic and family violence spikes](#) and housing instability increases for many. This is a must-have resource for anyone working in the housing and homelessness sector.

Please consider sharing this resource through your social and sector networks to help women find the support they need this year.



New Youth Housing Essentials support program

The Department of Housing has announced [the Youth Housing Essentials program to support young people](#) who are transitioning from government services to access essential goods and services to meet housing needs.

The program can cover the costs of one-off essential goods and services up to \$5,000, such as:

- furniture, fridge, washing machine and other essential home items;
- education or work necessities such as school stationery and work clothing;
- transport and moving costs, such as vehicle registration, public transport cards, removalists and identification; and
- mobile phone and pre-paid phone credit.

Agencies and service providers can apply for the program on behalf of a young person they are supporting [through the program's referral form](#).

Workforce Connect

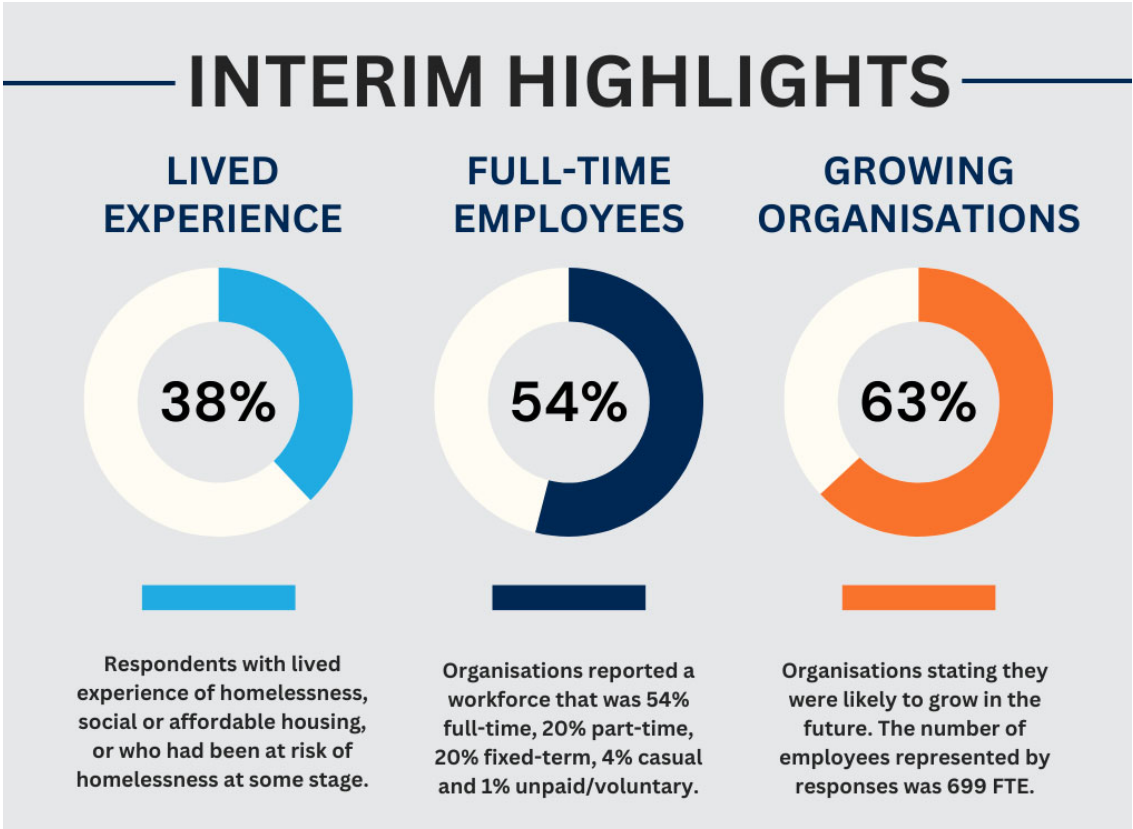
The Workforce Connect Project Team have now completed 14 workshops in regional locations across Queensland, to discuss the program and to gain input on wellbeing, staff attraction and retention in our sector. They will start to share the outcomes and resources of these sessions in the coming months.

The inaugural Sector Workforce survey is also now complete, with close to 500 people from the housing and homelessness sector participating, giving us a solid foundation for building out a framework to support attraction and retention for the sector in Queensland.

Q Shelter's Executive Director, Fiona Caniglia, shared some of the preliminary results at the CEO and Senior Leaders Forum on 9 November. Some of the highlights from the early responses indicated an average organisation size of 18 full-time equivalent employees, 54% of whom were employed full-time, and the average working experience in the sector was just under nine years.

The median age of respondents was 46 years, almost 8 years older than the Queensland median age. 75% identified as female, 7% as First Nations, and 83% were born in Australia.

The Workforce Connect team are now moving on to conduct a thematic analysis and product development from the combined findings of the survey and the regional forums, and will develop promotional materials and events to promote the sector.



Call for proposals on contributions to Whitsunday affordable housing

Connect Housing Group is [calling for Expressions of Interest](#) from organisations and individuals interested in contributing to the development of affordable housing in the Whitsunday region.

The project scope includes:

- Commence discussions with all relevant stakeholders about establishing a Greater Whitsunday Regional Housing Provider, trust, or alliance.
- Investigate the opportunity to conduct a demonstration project in the Mackay Central Business District, with the goal of converting an unused commercial building into inner city housing.
- Investigate the availability of surplus land for affordable housing development within the Greater Whitsundays region.

EOI submission deadline: 8 December 2023

Full details are [available on the Connect Housing website](#).



Latest AHURI Research: Public housing tenant relocations

The latest research report is '[Understanding the drivers and outcomes of public housing tenant relocation](#)'.

When public housing tenants have to relocate from their home, it is a time of significant and sustained stress, even if the final outcome is improved.

The report looks at assumptions and ideas used to justify or drive tenant relocation policy, and argues that relocation can destroy the networks that exist between vulnerable residents and the wider community, leading to people experiencing intense 'placelessness' and grief.

Examining the drivers and experiences of tenant relocation in New South Wales, Victoria and Tasmania, the study addressed four main questions:

1. What drives the need for public housing tenant relocation in Australia?
2. What typologies of relocation practice are currently deployed by state housing authorities?
3. How do drivers and practices shape the lived experience of relocation and public perception?
4. What opportunities exist for policy change and innovation?



You can [access the full report from the AHURI website](#).

Training & Events

Feeling The Pulse – Community Housing Futures

Tuesday 20 February 2024, 2:00pm - 2:45pm. Free and online.

[Register now for the first Feeling the Pulse session of 2024](#), hosted by the Community Housing Futures Team.

This session is a discussion and learning exchange for community housing providers who are working on growth projects. It is intended to be an opportunity to exchange learning and also identify challenges and barriers with the view to finding solutions.

REGISTER NOW

Asset Managers' Network Meeting

Thursday 29 February 2024, 10:30am - 12:00pm. Free and online.

The Asset Managers Network provides a forum for Community Housing Providers to share issues and best practice, and to hear from experts in the field.

Asset managers play a vital role in the sustainability of social housing and in the quality of housing assistance experienced by tenants. Their role is challenging and essential to the success and viability of housing provision. This meeting includes discussion, speakers, and an exchange of ideas and resources among asset managers to ensure they have access to collegial support, training, information, and tools to help their work.

REGISTER NOW

Job Opportunities



Membership and Communication Coordinator

We're looking for someone to jump in to this part-time role until 31 March 2024 to help us plan, write, proofread and publish across Q Shelter's communication channels.

Applications close Friday 8 December.

[Q STARS Tenant Advice Worker, Tenants Queensland - Cairns, Rockhampton, Logan, Helensvale](#)

[Housing and Support Lead, Synapse - Brisbane](#)

[Safe and Connected Futures Senior Practitioner, Brisbane Youth Service - Brisbane](#)

[Specialist DFV Practitioner, Warringu Aboriginal and Torres Strait Islander Corporation - Cairns and Far North Qld](#)

[Temporary Supported Accommodations Manager, Brisbane Youth Service - Brisbane](#)

[Intensive Housing Support Worker, Zig Zag Young Women's Resource Centre - Brisbane & Gold Coast](#)

[Senior Case Manager, Family Emergency Accommodation Townsville - Townsville](#)

Service Integration

Brisbane

Brisbane North

Brisbane North Community Connections (BNCC) meets fortnightly Thursdays on Microsoft Teams with our next meeting on Thursday **14 December** and our first of the new year on **Thursday 11 January 2024**.

Under 1 Roof meets fortnightly on Tuesdays, and our last meeting for 2023 will be on **Tuesday 19 December**.

For more information please [contact Philip Smith](#).

Brisbane South

Daniel Taber-Kennedy was delighted to attend the annual general meetings of some local services in the past month.

The **Inspire Youth Service** AGM was on 30 November. The IYS team continues its commitment to work with young people around the Inala area. He also joined the **Inala Family Accommodation Support Services** AGM, where they celebrated 34 years of supporting families to break down the barriers to access stable accommodation.

On 29 November, Daniel attended 'Café Dulili' Networking event, held at the Royal Brisbane and Women's Hospital. Café Dulili aims to create impactful relationships and partnerships that contribute towards building the capacity of community networks, not-for-profit and non-government organisations through the establishment of joint ventures, partnerships and service delivery to meet the cultural, social and economic determinants of our community.



The South West Care Coordination Group (SWCCG) meets every second Wednesday via Microsoft Teams with our final meeting of the year scheduled for **Wednesday 13 December**, and our first meeting for the new year on **10 January 2024**.

The Group meetings continue to see positive housing and support outcomes for some of the most vulnerable people in the community. If you are working with an individual or household who is homeless or at risk of being homeless with complex needs, please consider a referral into the SWCCG.

For more information please [contact Daniel Taber-Kennedy](#).

Gold Coast

The Gold Coast Housing Network (GCHN) Care Coordination Group meets on the second and fourth Thursday of each month from 10:00am-11:00am on Teams (next meeting **14 December**). New members are always welcome. Contact Ryan O'Leary at admin@gchomelessnessnetwork.org.au or 0422 846 067 to discuss.

Logan

Logan's Regional Care Coordinator attended the final Logan Housing Homelessness Network (LHHN) meeting for 2023. This meeting was held on 30 November 2023, and had a fantastic representation from the wider human services sector. All services shared information and reflected on the work that has been achieved in 2023. The next LHHN meeting will be held in March 2024 (date to be confirmed).

The Logan Regional Care Coordinator also attended the '**Logan Ending Homelessness Heroes**' event, which was organised and hosted by Logan Zero and sponsored by a variety of organisations including Q Shelter. The purpose of the event was to celebrate and acknowledge the work of volunteers and frontline, homeless and housing workers who often go beyond their tough roles to end and prevent homelessness in Logan.

Logan's face-to-face meetings are continuing to flourish with the addition of new organisations into Logan Care Coordination where an area of need is identified. This has resulted in effective outcomes for clients referred to CCG and outstanding service collaboration. Current service participation includes representatives from both government and non-government housing and homelessness as well as mental health services, health services, youth services, CALD services, aged care services, family services, DV services and employment services.

Meetings are held fortnightly on a Tuesday, in person at **SSI Logan**. The final meeting for 2023 will be held on **Tuesday 12 December, 10.00am to 12.00pm**.

For more information about Logan region activities, please contact Regional Care Coordinator [Rebecca Hinton](#). Referrals can be sent to logancc@qshelter.asn.au.

Mackay

Mackay Care Coordination Group continues to meet every second Wednesday at Mackay Housing Service Centre, with an online Teams option. The next meeting will be **13 December 1:30pm to 3:00pm**. Please contact [Yvonne Harris](#) with any questions or for more information.

Moreton Bay

The **Moreton Bay Housing & Homelessness Network** meets on the third Tuesday of every month. Future meetings will continue to hold service information sessions to build sector capacity within the Moreton Bay region. In November we had Footprints provide an information session on their new Social Health Connect program. We also had QCOSS attend to explore current challenges workers are seeing in the community and whether there are areas for worker training or information resourcing.

For information on the Moreton Bay Housing & Homelessness Network please contact the

Moreton Bay Regional Care Coordinator, Shane Frost.**Moreton Bay Regional Homelessness Forum**

On 3 November, Q Shelter in partnership with Encircle Community Service held the Moreton Bay Regional Homelessness Forum. More than 80 staff and volunteers from across the service sector attended which enabled extremely rich discussion across six focus areas:

- Service Delivery/Practice
- Collaboration/Co-Location and Integration
- Data Collection and Sharing
- Workforce Challenges
- Networking and Work Group Mechanisms
- Blue Sky Thinking

The aim of the forum was to converge on an agreed regional action plan (2024), containing 3-5 actions for the group (region) to work on during 2024. The caveat was actions needed to be delivered at the organisational/ agency level, therefore no reliance on higher level systemic change, policy or waiting for new builds or other infrastructure to come on board.

As an outcome of the forum, four actions were agreed:

- To increase multi-disciplinary agility across the region, by designing and implementing a range of 'pop up hubs'.
- To review, consider and design a data collection and sharing framework/model.
- To expand the reach of care coordination to include other mechanisms currently operating in the region that would benefit from being part of mechanisms already developed within the Service Integration Initiative.
- To develop a framework where organisations/agencies can regularly review and 'reverse engineer' case studies that identify/highlight/report on systemic gaps, flaws and missed opportunities.

The content captured during the forum will be pulled into a report and provided to participants, with the proviso of re-convening in February 2024 in order to endorse the action plan and operationalise.

**Care Coordination Groups**

In Moreton Bay, the two Care Coordination Groups are continuing to operate fortnightly as normal.

- The **Moreton Bay North Care Coordination Group** meetings are hosted fortnightly in person at the Moreton Bay Housing Service Centre and online via Teams.
- The **Moreton Bay South Care Coordination Group** meetings are hosted fortnightly in person at the Encircle Kallangur Neighbourhood Centre and online via Teams.

For more information regarding the Moreton Bay Care Coordination Groups and possible referrals, please contact the [Moreton Bay Regional Care Coordinator, Shane Frost](#).

Redlands, Bayside & Southern Moreton Bay Islands

Redlands has some exciting news we want to share and encourage people to apply for. Regional Care Coordinator, Bree Tukavkin, recently attended a "thank you" breakfast from Redland City Council for the Civic Support Fund, which they now have in action.

About the Civic Support Fund

Redland City Council established the Civic Support Fund to provide cost-of-living relief to vulnerable residents on Redlands Coast through grants to community organisations that provide human and social support to residents who:

- have been financially or materially impacted by the cost of living; and
- are vulnerable or have increased risk factors due to cost-of-living pressures. E.g.
 - Child safety
 - People experiencing or at risk of Domestic and Family Violence
 - People experiencing or at risk of homelessness and housing stress
 - Mental health
 - Frail, ageing and disability.

Eligible not-for-profit community organisations can apply for funding across three categories of Quick Response, Minor Grants and Major Grants. For more information go to [Civic Support Fund | Redland City Council](#) website.

Redlands Community Hubs

We are excited to announce our Community Services sector has come together to give you one spot where each month you can discuss housing concerns, finances, support with mental health, alcohol and other drugs, health, personal or family concerns.

We will have morning tea, emergency relief food and clothes, and much more. [Check our flyers below for all the dates, times and venue](#). We look forward to seeing you at the **Capalaba Library, Noelene Street Capalaba, 9am to 1pm on Tuesday 12 December**.

SMBI Community Hub Events

[Click the flyer below for up-coming dates](#).

We will have a huge variety of services attending these hubs and hope it's a one-stop-shop to assist you with different aspects of your life.

Redlands Community Hubs

DATES THESE EVENTS WILL BE ON

TUESDAY 16TH MAY
TUESDAY 27TH JUNE
TUESDAY 25TH JULY
TUESDAY 22ND AUGUST
TUESDAY 19TH SEPTEMBER
TUESDAY 17TH OCTOBER
TUESDAY 28TH NOVEMBER
TUESDAY 12TH DECEMBER

9 am to 1pm

**Capalaba Place
Capalaba Library**

14 Noeleen Street, Capalaba

SERVICES YOU CAN CHAT TO

Housing and Rent Connect
Youth
Families
NDIS
Aod
Health
Mental Health
Women and Men

FOR FURTHER INFORMATION CONTACT

BREE TUKAVKIN
BREE.TUKAVKIN@QSHELTER.ASN.AU
0411738159

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2023 SMBI Community Hubs

PLEASE COME AND JOIN US FOR THE SMBI COMMUNITY HUB EVENTS

WE WILL HAVE SERVICES AND SUPPORTS FROM THE FOLLOWING SECTORS

HOUSING
YOUTH
CHILDREN
FAMILIES
MENTAL HEALTH
AGED CARE
NDIS

MACLEAY ISLAND

WEDNESDAY 22ND FEBRUARY
WEDNESDAY 5TH APRIL
WEDNESDAY 14TH JUNE
9AM TO 1PM

MACLEAY ISLAND COMMUNITY CENTRE HALL

RUSSELL ISLAND

WEDNESDAY 8TH MARCH
WEDNESDAY 3RD MAY
WEDNESDAY 28TH JUNE
9AM TO 1PM

RUSSELL ISLAND RECREATIONAL HALL

FOR FURTHER INFORMATION CONTACT

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BREE.TUKAVKIN@QSHELTER.ASN.AU
0411738159

HILTON TRAVIS
PRESIDENT@SMBILISTENERS.ORG.AU
044482965

MORE INFORMATION ABOUT THESE HUBS CAN BE FOUND
[HTTPS://SMBI.COMMUNITY/HUBS](https://smbi.community/hubs)

The **Redlands Care Coordination** meetings run every second **Tuesday 10am to 12pm**, and the last meeting of the year is **19 December 2023**. Meetings are held at the Bayside Housing Centre, Shop 3/8-12 Dollery Road, Capalaba.

Bayside Housing & Homelessness Network meets on the first **Thursday** of each month. Our last meeting for 2023 was on **7 December** at **Bayside Housing Centre**, Shop 3/8-12 Dollery Road, Capalaba, where we meet regularly.

Please contact Bree Tukavkin on 0411 738 159 or Bree.tukavkin@qshelter.asn.au for more detail.

Please use these links if you need to access the [Care Coordination Consent Form](#) or the [Care Coordination Group Referral Form](#).

Sunshine Coast

Sunshine Coast Care Coordination Group meets on the first Tuesday of every month so the last meeting of 2023 was earlier this week on **5 December**). New members are always welcome. Contact Tracey McNee tmcnee@ifys.com.au or 0417 566 075 to discuss and look out for meeting dates in the new year.

The next **Sunshine Coast Housing and Homelessness Network (SCHHN)** held its last meeting of the year on Wednesday 29 November. Look out for meeting dates in the new year in the next edition of Home Matters.

Townsville

Care Coordination Groups continue to operate to ensure that participants are getting the best support while seeking sustainable housing outcomes. Please contact Kym.Musumeci@qshelter.asn.au for more details.

Wide Bay

Care Coordination is now active in the Wide Bay region, with Carole Medcalf now in the role. Carole has been busy establishing productive partnerships across the sector in the Wide Bay region. This has included connection at all government levels and building a collective of multi-disciplinary services.

Carole joins a broader group of state-wide, Place-Based Care Coordinator facilitators. Carole is employed by IFYS and has the backbone support of Q Shelter. Carole is excited about providing a coordinated response for individuals and families that are requiring a range of supports in order to assist in their journey of secure housing.

If you are interest in learning more about Wide Bay Care Coordination Group, [contact Carole on cmedcalf@ifys.com.au](mailto:Carole.on.cmedcalf@ifys.com.au) or 0473 472 357.

Sector News & Articles

Did you know you can catch up on [Research relevant to the housing and homelessness sector](#), as well as [news articles, features and stories](#) on The Deck?

Get the latest sector news and research



Research

Our top five open access, peer reviewed research papers and journal articles on subjects relevant to the housing and homelessness sector.



News

A curated feed of news articles, opinion pieces and commentary on the topics that impact people and organisations working in our sector.



Here are a few of the recent Research and News updates you'll find on The Deck.

From **Shelter NSW and Macquarie University**: [Regulating rents: International examples and experience](#)

From **AHURI**: [From mixed tenure development to mixed tenure neighbourhoods](#)

From the **ABC**: [JobKeeper helped Australians keep their jobs in a global crisis. So how about HomeKeeper?](#)

By Alan Kohler: [Australian housing wealth is meaningless, destructive and fundamentally changing our society.](#)

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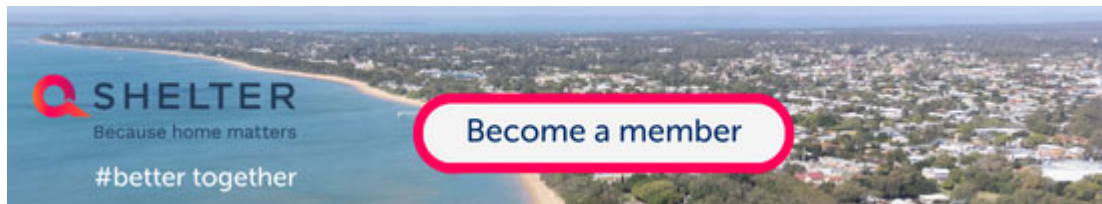
Quotes

“High-priced houses do not create wealth; they redistribute it. It’s destructive because of the inequality that results: with so much wealth concentrated in the home, it stays with those who already own a house and within their families.

“For someone with little or no family housing equity behind them, it’s virtually impossible to break out of the cycle and build new wealth.”

Alan Kohler, [27 November article in The Guardian](#)

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Q Shelter acknowledges Australia's Aboriginal and Torres Strait Islander peoples as the traditional owners and custodians of the lands where we live, learn and work. We pay our respects to their Elders, both past and present.



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