SHELTER
because housing matters

WHAT'S ON
SEPT, OCT, NOV 2015

UNDER 1 ROOF
COMMUNITY IN ACTION

Queensland Shelter
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Q Shelter plays an important statewide capacity building role in the community housing and homelessness sectors, and Under 1 Roof has been offering learning and development events since 2010. In recognition of a shared interest in supporting sector development through learning, Q Shelter and Under 1 Roof are working together to provide and promote events to a broader audience. The following events are coming up:

Community and stakeholder engagement: building a strategy geared for success

Housing providers and other social services have a range of relationships with stakeholders including at the community level where housing and support are delivered to people. Community and stakeholder engagement is an important area of work that builds community support for housing and support services, and hopefully helps organisations identify and develop strategic relationships across community, government and business. This webinar will introduce leading practice initiatives and provide ideas about how to build a strategy for your organisation.

Date:	Wednesday 2 September 2015
Time:	12.30pm-1.30pm
Cost:	$44
Who:	Pam Bourke Consulting with Q Shelter
Format:	WEBINAR
Contact:	For more details and to register visit qshelter.asn.au

Motivational interviewing

This session will work with participants to learn the fundamental aspects of motivational interviewing applied to a housing and homelessness context. The session will focus on how a motivational approach to interviewing can help clients and tenants engage during the process of finding, getting and keeping housing.

Date:	Wednesday 2 September 2015
Time:	10.45am for 11am-12pm
Cost:	$33
Who:	Queensland Injectors Health Network (QuIHN) and Q Shelter
Format:	WEBINAR
Contact:	For more details and to register visit qshelter.asn.au

Understanding domestic hoarding and squalor: a workshop

This workshop will cover:

* Definitions of Hoarding and Squalor
* Case study examples and the complex mental health issues facing people living in these environments
* Activities which will help participants understand better and overcome barriers to making progress with clients. Be prepared to get involved and be uncomfortable!
* Best Practice strategies when working in Hoarding and Squalor environments including Personal Protective Equipment
* The latest work being covered by the Brisbane Hoarding and Squalor Working Group – under the Homelessness Community Action Plan.

Date:	Tuesday 8 September 2015
Time:	9.30am-4pm
Cost:	$71
Who:	Centacare with Melissa Horton
Format:	TRAINING
Where:	Q Shelter, 515 Wickham Terrace, Spring Hill
Contact:	For more details and to register visit qshelter.asn.au

Mastering self-care
A journey shared by Mission Australia's Roma House

Roma House practitioners will lead a discussion into how they have used self-care plans to remain resilient in their work practices. In a sector where many workers are impacted by vicarious or secondary trauma, practical planning towards individual and team self care is essential. Self care is important if workers are to maintain resilient and provide the most effective support and care to clients. The workshop will be interactive and provide examples of self-care and team-care planning,

Date:	Wednesday 9 September 2015
Time:	9.30am-11am
Cost:	Free
Who:	Roma House, Mission Australia
Format:	INTERACTIVE DISCUSSION OVER MORNING TEA
Where:	Q Shelter, 515 Wickham Terrace, Spring Hill
Contact:	For more details and to register visit qshelter.asn.au

Compliance under the NRSCH: next steps for Queensland

This webinar will feature Mark Francis, Registrar of Queensland, presenting how compliance under the NRSCH is being rolled out in Queensland. There will also be the opportunity to learn about key findings from a pilot compliance program carried out by the NSW Office of the Registrar earlier this year.

Date:	Postponed – new date TBC
Time:	
Cost:	Free
Who:	Q Shelter, with Mark Francis, Registrar for Queensland
Format:	WEBINAR
Contact:	For more details and to register visit qshelter.asn.au

Tenancy Law and Tenancy Sustainment

Q Shelter is offering an exciting opportunity to come together to learn about tenancy law and share best practice with experts and colleagues on sustaining tenancies in community housing.

The full day workshop is designed for staff who provide tenancy management to tenants in community housing. The Tenancy Law session will be presented by the Residential Tenancies Authority and the Tenancy Sustainment session will be presented by Fiona Caniglia, Q Shelter.

MACKAY

Date:	Wednesday 16 September 2015
Time:	8.45am-4.00pm
Cost:	Full day including lunch — $30 RTA session only — $10 Q Shelter session only — $10
Who:	Q Shelter with the RTA
Fomat:	TRAINING
Where:	South Leagues Club, 181 Milton Street, Mackay
Contact:	For more details and to register visit qshelter.asn.au

ROCKHAMPTON

Date:	Thursday 17 September 2015
Time:	9.00am-4.00pm
Cost:	Full day including lunch — $30 RTA session only — $10 Q Shelter session only — $10
Who:	Q Shelter with the RTA
Format:	TRAINING
Where:	Travelodge, 86 Victoria Parade, Rockhampton
Contact:	For more details and to register visit qshelter.asn.au

Case coordination training: processes, facilitation and recording a plan

A focus on a framework for case or care coordination and practical skill development in facilitation, data recording and a persistent approach to getting solutions. This session explores case coordination as an approach with specific information on running case coordination meetings, case conferences and case reviews.

Date:	Thursday 8 October 2015
Time:	9.30am-12.30pm
Cost:	Free
Who:	Under 1 Roof
Format:	TRAINING
Where:	Details provided on registration
RSVP:	https://www.surveymonkey.com/r/U1Rlearning

People, place and opportunity: place-based responses to disadvantage

Housing and support agencies play a critical role in place-based responses to disadvantage. This webinar will introduce concepts for working locally and regionally to build structural capacity for positive change. Place-based responses can help housing responses capture synergy with other key domains such as social support, education, health, housing and employment. This webinar will introduce what place based work is, and how organisations can work with other key stakeholders to structure their combined responses to local/regional issues.

Date:	Tuesday 20 October 2015
Time:	11am-12pm
Cost:	$44
Who:	Pam Bourke Consulting with Q Shelter
Format:	WEBINAR
Contact:	For more details and to register visit qshelter.asn.au

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Seminar on housing affordability with Saul Eslake

Q Shelter, in association with Powerhousing Australia, is presenting the opportunity to hear Saul Eslake speaking on housing affordability.

Saul is one of Australia's most respected and forthright commentators on public policy and economic issues in Australia and his address will focus on housing affordability. Until recently, he was Chief Economist at Bank of America Merrill Lynch, and served as a member of the previous Federal Government's National Housing Supply Council (2008-2013).

There will also be an opportunity for networking with colleagues from Queensland and other states, and refreshments will be served.

Date:	Thursday 22 October 2015
Time:	4.15pm-6.00pm
Cost:	$50
Who:	Q Shelter and Powerhousing Australia with Saul Eslake
Format:	SEMINAR & NETWORKING
Where:	Wesley House, 140 Ann Street, Brisbane
Contact:	For more details and to register visit qshelter.asn.au

Moving towards trauma informed practice
A journey shared by Mission Australia's Roma House

Roma House practitioners will lead a discussion into their own journey towards change to embrace a trauma informed practice and service delivery framework. Roma House will describe why they chose to operate under a trauma informed framework and explore the implications of complex trauma often experienced by people with long term homelessness.

The session will provide practical examples of how Trauma Informed Practice shapes Roma House's day to day practice in a diverse team. Learning about challenges and successes will be shared.

Date:	Wednesday 28 October 2015
Time:	9.30am-11am
Cost:	Free
Who:	Roma House, Mission Australia
Format:	INTERACTIVE DISCUSSION OVER MORNING TEA
Where:	Q Shelter, 515 Wickham Terrace, Spring Hill
Contact:	For more details and to register visit qshelter.asn.au

An introduction to community development and its relevance to housing and homelessness responses

This session will explore what community development is and highlight its relevance to housing and homelessness responses. Participants will hear about and share good practices and explore how outcomes can be measured. Community development can help tenancies be more sustainable and transform a housing outcome to a sense of belonging.

Date:	Tuesday 10 November 2015
Time:	11am-12pm
Cost:	$44
Who:	Pam Bourke Consulting with Q Shelter
Format:	WEBINAR
Contact:	For more details and to register visit qshelter.asn.au

Warm referrals: assumptions, practices and key elements of success

A practical training workshop to develop skills in warm referrals ensuring vulnerable clients don't fall through the cracks.

Date:	Thursday 19 November 2015
Time:	9.30am-12.30pm
Cost:	Free
Who:	Under 1 Roof
Format:	TRAINING
Where:	Details provided on registration
RSVP:	https://www.surveymonkey.com/r/U1Rlearning

NEW EVENTS COMING SOON ...

Bid Management and Tender Writing: Is there a difference?

This webinar introduces participants to the emerging practice of bid management and explores critical differences with viewing new business opportunities as a process of tender writing.

Date:	NEW DATE TBC
Time:	10.45am-12pm
Cost:	$77
Who:	Bid Management International with Q Shelter
Format:	Webinar

Mental health first aid

This session will provide participants with a robust overview of mental health issues and their impact on clients. The session will provide some practical insights into working with people who are struggling with mental illness and explore strategies and practices that help people overcome barriers to addressing their needs. The session is tailored to people working in services providing housing or support and anyone engaged with people around their housing needs.

Date:	DATES PENDING
Time:	9.30am-4pm
Cost:	$220
Who:	Mental Illness Fellowship Queensland and Q Shelter
Where:	TBC

Cultural competency training for housing and homelessness service providers

Cultural competency training offers practitioners the opportunity to deeply consider the impact of culture on how we work with people. This session provides a deeper understanding of how culture impacts on people's ways of interpreting the world. It is highly participatory and engaged participants in ideas and solutions. The session is geared to housing and homelessness service providers and people who work with clients on housing solutions.

Date:	DATES PENDING
Time:	9.15am-4.30pm
Cost:	$220
Who:	Partners in Cultural Competency
Format:	TRAINING

For more details regarding these upcoming events, please call us on (07) 3831 5900.

ABOUT Q SHELTER

Q Shelter was formally constituted in 1993 and is a state-wide housing organisation working to achieve improved access to and quality of housing programs delivered to vulnerable Queenslanders.

A major focus for Q Shelter is to provide capacity-building support to the community housing providers and other organisations working to address housing and homelessness needs. Q Shelter's team includes people focussed on assisting the community housing provider sector with registration and compliance under the National Regulatory System for Community Housing. Q Shelter also provides a broader range of products and services aimed at strengthening the delivery of housing and homelessness services, contributing to the sustainability of organisations and the strength of the industry.

Q Shelter's history extends back 25 years, initiated by concerned housing groups across Queensland. Q Shelter is strongly connected to community housing and related service delivery organisations through a range of partnerships and participatory approaches including a formal Advisory Group, a Product Development Group and Branch Networks throughout the State of Queensland.

Q Shelter delivers products and services directly, and through linking stakeholders with consultants with specific areas of expertise. Q Shelter can assist organisation through our core funded program. Where the request is for custom-designed solutions requiring more intensive involvement, Q Shelter can also assist through fee-for-service work or by linking stakeholder organisations with an appropriate consultant registered as part of our consultants' panel.

Q Shelter is seeking to provide services and products in a decentralised way regularly offering learning events throughout regional areas. We are working all the time to implement innovative uses of technology that also aim to improve access for regionally based organisations.

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