

Under 1 Roof E-news

August 2015 Edition

www.under1roof.org.au

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1. Under 1 Roof working with Q Shelter to share learning and development opportunities

As you may know, Under 1 Roof has been offering learning and development events since 2010 and Q Shelter plays an important state-wide capacity building role in the community housing and homelessness sectors. 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 events listed below are coming up in the next few months and include direct offerings from Under 1 Roof and the participating partners as well as QShelter.

2. Sunshine Coast explores case coordination approaches

Under 1 Roof Brisbane has visited two groups in the Sunshine Coast region: the Sunshine Coast Housing and Homelessness Network as well as a group of agencies focussed on responses to domestic violence. It was a great exchange of ideas and possibilities and hopefully there will be more opportunities to work together into the future. Thanks to Deb Blakeney (LEAC), Lea Banfield (Coast to Bay Housing) and Brigitte McLennan (CentaCare) for the invitation to attend. There are links to the presentation materials provided in the list below:

- [Presentation on Under 1 Roof: a case study in integration](#)
- Data presentation: celebrating five years *New*
- Data snapshot from 2011-2014 *New*
- Data report from 2013-2014. *New*
- Outcomes report August 2013
- Outcomes report (summary) August 2013
- Opening address from Kent Maddock: celebrating five years of case coordination work and the Triage Project Launch *New*
- Triage Project Report *New*.

3. Case coordination mini-conference coming soon

As various case coordination groups have emerged, and with the emergence of Under 1 Roof Ipswich, we are working towards an case coordination mini-conference to provide practitioners with opportunities to attend sessions to help with their work and to strengthen the connections between regions. More information will be available soon!

4. U1R Brisbane and U1R Ipswich exchange ideas

Project workers from U1R Brisbane and U1R Ipswich recently met to exchange ideas about case coordination. It is great to hear about other groups because invariably there are new and better ways of doing things. The strength of emerging regional case coordination groups is that they can build on local opportunities and respond flexibly to local need while also working from a similar model with proven successes. Thanks to Nancye McDonald from IRASI for making the time to chat!

5. Learning and development events

As a way of sharing information with our contacts, Under 1 Roof and Q Shelter have joined forces to promote learning and development events available to housing, homelessness and related sectors. Please find a list of opportunities coming up soon.

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 motivational interviewing can assist clients and tenants engage in the process of finding, getting and keeping housing. Motivational Interviewing is a respectful, non-confrontational way of working with clients that will facilitate engagement and promote behavioural change.

Date: 2 September 2015

Time: 10.45am for 11am-12pm

Cost: \$33 inc GST

Who: Queensland Injectors Health Network (QuIHN) and Q Shelter

Format: Webinar

Register <https://www.eventbrite.com.au/e/motivational-interviewing-tickets-18182620708>

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: 2 September 2015

Time: 12.30pm-1.30pm

Cost: \$44 inc. GST

Who: Pam Bourke Consulting with Q Shelter

Format: Webinar

Register <https://www.eventbrite.com.au/e/community-and-stakeholder-engagement-building-a-strategy-geared-for-success-tickets-18182700948>

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 are included that will help participants understand barriers and learn ways to make progress with clients. Be prepared to get involved and be uncomfortable!

The session will include best practice strategies when working in hoarding and squalor environments including personal protective equipment. This session covers the latest work being done by the Brisbane Hoarding and Squalor Working Group as part of the Homelessness Community Action Plan.

Date: 8 September 2015

Time: 9.30am-4pm

Cost: \$71.50 inc GST

Who: Centacare with Melissa Horton

Format: Training

Where: Q Shelter, 515 Wickham Terrace, Spring Hill

Register <https://www.eventbrite.com.au/e/understanding-domestic-hoarding-and-squalor-a-workshop-tickets-18182735050>

<https://www.eventbrite.com.au/e/understanding-domestic-hoarding-and-squalor-a-workshop-tickets-18182735050>

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: 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

Register <https://www.eventbrite.com.au/e/mastering-self-care-a-journey-shared-by-mission-australias-roma-house-tickets-18183893515>

<https://www.eventbrite.com.au/e/mastering-self-care-a-journey-shared-by-mission-australias-roma-house-tickets-18183893515>

Tenancy Law and Tenancy Sustainment workshops

Mackay 16 September and Rockhampton 17 September

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: 16 September 2015

Time: 8:45 am to 4:00 pm

Venue: South Leagues Club, 181 Milton Street, Mackay

Register: <https://www.eventbrite.com.au/e/tenancy-law-and-tenancy-sustainment-mackay-tickets-17890858038>

Rockhampton

Date: 17 September 2015

Time: 9.00 am to 4.00 pm

Venue: Travelodge, 86 Victoria Parade, Rockhampton

Register: <https://www.eventbrite.com.au/e/tenancy-law-and-tenancy-sustainment-rockhampton-tickets-17890932260>

Cost:

Full day including lunch: \$30

RTA session only: \$10

Q Shelter session only: \$10

Registrations close Friday 5 September, 2015. For more information please contact Ann Earle at ann.earle@qshelter.asn.au or visit our website at <http://qshelter.asn.au/events>

Synthesis Series: Reflexive questioning

This session will explore what reflexive questioning is and examine techniques designed to deepen a shared understanding between the person and the worker as well as open up new possibilities for the future. Find out more about reflexive questioning [here](#).

Date: 24 September October 2015

Time: 9.15am for 9.30-10.30am

Cost: Free

Who: Under 1 Roof

Format: Reflective practice session

Where: New Farm Bowls Club, 969 Brunswick Street New Farm.

Register [here](#).

Case Coordination Training: processes, facilitation and recording a plan

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

Date: 8 October 2015

Time: 9.30am-1.00pm.

Cost: Free

Who: Under 1 Roof

Format: Participatory training

Where: New Farm Bowls Club, 969 Brunswick Street New Farm.

Register [here](#).

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. Relevant to all stages of finding, getting and keeping housing.

Date: 10 November 2015

Time: 9.30am-12.30pm

Cost: Free

Who: Under 1 Roof

Format: Participatory training

Where: New Farm Bowls Club, 969 Brunswick Street New Farm.

Register [here](#).

6. Register your ideas for future U1R topics

Under 1 Roof Synthesis Series and Training will continue into the future and we are always keen to hear ideas for new topics. Visit this [link](#) and tell us what you think!

7. Refer people to Under 1 Roof Brisbane's case coordination meetings

Any agency is welcome to refer to Under 1 Roof's multiagency case coordination group which meets fortnightly. Simply use the referral form linked below and email Fiona.caniglia@gmail.com to find out when the next meeting is. Referring agencies need to

be available to attend the meeting and present the case. Referring agencies usually also continue their role as the support and housing plan is implemented.

- [Under 1 Roof Referral Form](#)
- [Referral information](#)

Referrals work best when they are for one of more of the following reasons:

- The situation is complex and would benefit from a multiagency approach
- The situation has gone on for some time and homelessness persists
- The worker is looking for advice from their peers about the work they are doing.

To find out more visit: www.under1roof.org.au

8. Contact

www.under1roof.org.au

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