



SHELTER

because housing matters



WHAT'S ON OCT, NOV, DEC 2015

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:

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
Presenter: Under 1 Roof
Format: TRAINING
Where: Details provided on registration
Contact: For more information call 0400 1964 92. Register at www.under1roof.org.au/members/



Tenancy Law and Tenancy Sustainment – Gympie + Townsville

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.

Cost: Full day including lunch – \$30
RTA session only – \$10
Q Shelter session only – \$10
Presenter: Q Shelter with the RTA
Format: TRAINING
Contact: For more details, and to register, visit qshelter.asn.au/events

GYMPIE

Date: Wednesday 14 October 2015
Time: 9.30am-4pm
Where: Araluen Retreat, 28 Fraser Road, Gympie

TOWNSVILLE

Date: Wednesday 25 November 2015
Time: 9am-4pm
Where: Venue TBC

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: \$35 inc GST
Presenter: Pam Bourke Consulting with Q Shelter
Format: WEBINAR
Contact: For more details and to register visit qshelter.asn.au/events

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: Tuesday 20 October 2015
Time: 2pm-3pm
Cost: Free
Presenter: Mark Francis, Qld Registrar with Q Shelter
Format: WEBINAR
Contact: For more details, and to register, visit qshelter.asn.au/events

Seminar on housing affordability with Saul Eslake

Q Shelter, in association with Powerhousing Australia, is presenting the opportunity to hear Saul Eslake speaking on the topic: "What would be a bipartisan reform agenda for affordable housing".

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-6pm
Cost: \$50 inc GST
Presenter: Saul Eslake
Format: SEMINAR + NETWORKING
Where: Wesley House, 140 Ann Street, Brisbane
Contact: For more details, and to register, visit qshelter.asn.au/events



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
Presenter: 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/events

The power and potential of the Outcomes Star with Sara Burns

Sara Burns from Triangle Consulting Social Enterprise in the UK will offer a seminar exploring how the Outcomes Stars can help improve client outcomes and drive organisational and sector-wide improvements to quality service provision. Relevant to organisations already using any of the Outcomes Stars across diverse sectors, and those interested in knowing more, the focus of the session is on how it can be implemented for maximum impact. Sara Burns is a founding director of Triangle and co-author of the family of Stars.

Date: Monday 2 November 2015
Time: 12.30pm-4.30pm
Cost: \$66 Early Bird (closes 19 October)
\$77 General registration
Presenter: Sara Burns from Triangle Consulting in the UK, the creators of the Outcomes Star hosted by Under 1 Roof
Format: SEMINAR WITH A NETWORKING LUNCH
Where: Merthyr Uniting Church Hall, 52 Merthyr Road, New Farm
Contact: For more information call 0400 1964 92. Register at www.under1roof.org.au/members/

A dinner with Sara Burns from Triangle Consulting, creators of the Outcomes Star

Join Under 1 Roof and Q Shelter as they host A Dinner With Sara Burns, Founding Director of Triangle Consulting Social Enterprise and co-author of the family of Outcomes Stars.

Sara will lead a discussion about the strategic value of using the Outcomes Star and explore implementation challenges and opportunities from the perspectives of managers and CEOs.

Date: Monday 2 November 2015
Time: 6pm
Cost: \$110 inc GST
Presenter: Sara Burns hosted by Under 1 Roof and Q Shelter
Format: SEMINAR
Where: Continental Café, 21 Barker Street, New Farm
Contact: For more details and to register, visit qshelter.asn.au/events

Introducing Good Governance – Webinar Series

This series is designed for those who are new to being on boards or management committees, or who are unsure of what their basic responsibilities are. If you have new board members who have just come on board at your AGM, this is a perfect way to introduce them to their responsibilities.

Based on the Queensland Shelter Manual, Governance for Community Housing Organisations: An Introductory Guide, it will take board members through the basics of being on a board.

Date: Four consecutive Thursdays from 5 November 2015 – 26 November 2015
Time: 6pm-7pm
Cost: Free
Presenter: Jon Eastgate, 99 Consulting for Q Shelter
Format: WEBINAR
Contact: For more details, and to register, visit qshelter.asn.au/events

A Long Way from Anywhere: Applying Governance Principles in Rural and Remote Communities

Working in small, isolated communities presents special challenges for a board.

This small interactive session will provide an opportunity for a small group of board members from small communities to discuss these issues and share how they have solved them.

Please note: Limited numbers.

Date: Thursday 3 December 2015
Time: 6pm-7pm
Cost: Free
Presenter: Jon Eastgate, 99 Consulting
Format: INTERACTIVE WEBINAR
Contact: For more details, and to register, visit qshelter.asn.au/events

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: \$35 inc GST
Presenter: Pam Bourke Consulting for Q Shelter
Format: WEBINAR
Contact: For more details and to register, visit qshelter.asn.au/events



Cultural Competency Training for housing and homelessness service providers – Ipswich

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 engages 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: Thursday 12 November 2015
Time: 9am-4.30pm
Cost: \$150 inc GST
Presenter: Culturewise Practice for Q Shelter
Format: TRAINING
Where: Ipswich Humanities Centre, 56 South Street, Ipswich
Contact: For more details, and to register, visit qshelter.asn.au/events

Representing your organisation at QCAT

Do you need to represent your social housing organisation at the Queensland Civil and Administrative Tribunal (QCAT)? This one day professional development workshop will explore issues related to collecting and presenting evidence at the Tribunal and then implementing the outcomes.

Through the review of actual cases and your own examples, we will provide a practical perspective of:

- how you can prepare to effectively represent your organisation at QCAT
- what happens when you attend the Tribunal
- what happens afterwards – follow up actions and implementation of the results of the hearing.

This workshop is for all social housing workers who represent their organisations at QCAT.

Date: Monday 16 November 2015 OR Tuesday 24 November 2015
Time: 9am-4.30pm
Cost: \$125 inc GST
Presenter: Margaret Ponting Consulting for Q Shelter
Format: TRAINING
Where: Q Shelter, 515 Wickham Terrace, Spring Hill
Contact: For more details, and to register, visit qshelter.asn.au/events

PLEASE NOTE THIS WORKSHOP WILL BE RUN REGIONALLY IN 2016.

West Belconnen: a discussion of housing affordability in a major new housing development

Together with CHPs for Qld and LGAQ, Q Shelter is pleased to present an opportunity to learn about the West Belconnen project (on the NSW/ACT border) – a planned new development that will deliver up to 11,500 homes in a socially-inclusive community that focuses on innovation, sustainability and affordability. <http://talkwestbelconnen.com.au/>

Join project leaders for a discussion about innovative approaches to housing affordability, and the lessons for Queensland as a new Qld Housing Strategy is developed.

Date: Wednesday 18 November 2015
Time: 2pm-4.30pm
Cost: FREE
Presenter: Hosted by CHPsforQld, LGAQ and Q Shelter
Format: SEMINAR
Where: Urbis, 123 Albert Street, Brisbane
Contact: For more details, and to register, visit qshelter.asn.au/events

* We acknowledge Urbis as venue sponsor.

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
Presenter: Under 1 Roof
Format: TRAINING
Where: Details provided on registration
Contact: For more information call 0400 1964 92. Register at www.under1roof.org.au/members/

Managers' Meet

This session is an opportunity for managers to come together to exchange ideas, resources and tools which can strengthen service delivery and organisational development. The session will explore whether a regular managers' forum is a helpful contribution to people in leadership roles facing many different challenges to achieve service delivery outcomes, broader collaboration and organisational strength. This first session will be hosted by Christine Tuohy from Mission Australia.

Date: Thursday 19 November 2015
Time: 10am-12pm followed by lunch
Cost: Free



Presenter: Mission Australia with Under 1 Roof
Format: DISCUSSION
Where: Q Shelter, 515 Wickham Terrace, Spring Hill
Contact: For more information call 0400 1964 92. Register at www.under1roof.org.au/members/

Understanding mental health issues

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: Tuesday 24 November 2015
Time: 9.30am-4pm
Cost: \$185 inc GST
Presenter: Mental Illness Fellowship Queensland for Q Shelter
Format: TRAINING
Where: Nambour Community Centre, 2 Shearer Street, Nambour
Contact: For more details, and to register, visit qshelter.asn.au/events

House Keys User Group for QLD

This is an information sharing session for House Keys Benchmarking Participants. It is an opportunity to discuss benchmarks, share good practice and suggest enhancements and additional indicators. House Keys sets industry standards and allows providers to see how they compare with peers across QLD, NSW and eventually Australia. For more information on House Keys visit <http://www.qshelter.asn.au/events/services/house-keys/>

Date: Tuesday 1 December 2015
Time: 10am-11.30am
Cost: Free
Presenter: Clare Phythian, Q Shelter
Format: WEB CONFERENCE
Contact: Clare Phythian on 07 3831 5900 or clare.phythian@qshelter.asn.au



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.

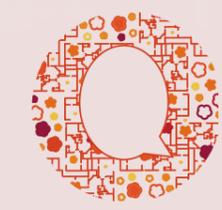
A major focus for Q Shelter is to provide capacity-building support to the community housing providers and other organisations working to address housing and homelessness needs.

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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NEW Q SHELTER EVENTS COMING SOON ...

Home for Christmas

Three months out from Christmas, Under 1 Roof set itself the challenge of working in a concerted way through its case coordination meeting, to achieve an improved housing outcome for an additional 10 individuals/households. This event will present the results including an analysis of key elements of success and key challenges including the factors that sometimes get in the way of sustainable housing solutions. Referrals to Under 1 Roof's case coordination meeting can be made by using forms available under resources at www.under1roof.org.au.

Under 1 Roof will host a morning tea to celebrate the year ending. Everyone is welcome.

- Date:** Thursday 10 December 2015
- Time:** 10am-11.15am
- Cost:** Free
- Presenter:** Under 1 Roof
- Format:** LAUNCH AND CELEBRATION
- Where:** New Farm Bowls Club, 969 Brunswick Street, New Farm
- Contact:** For more information call 0400 1964 92. Register at www.under1roof.org.au/members/

Asset Managers' Network

These 1 day forums are aimed at senior/specialist asset management staff from larger community housing providers operating in Queensland. They are designed to provide an opportunity for providers to share issues and best practice, and to hear from experts in the field. A range of strategic and operational issues will be covered, guided by the priorities of participants, and specific to the Queensland operating context.

- Date:** November 2015 – Date pending
- Cost:** A charge for refreshments
- Presenter:** Q Shelter and guest speakers
- Format:** WORKSHOP
- Where:** Q Shelter, 515 Wickham Terrace, Spring Hill

NDIS: Housing responses for people living with a disability

This seminar will give the latest available information on the NDIS rollout, and the NDIS early launch sites in Queensland. The seminar will provide an opportunity for housing providers to consider the recently released Housing Funding Principles, and the anticipated NDIS Housing Strategy.

- Date:** December 2015 – Date pending
- Cost:** FREE
- Presenter:** Q Shelter
- Format:** SEMINAR
- Where:** Q Shelter, 515 Wickham Terrace, Spring Hill

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.

- Presenter:** Bid Management International with Q Shelter
- Format:** WEBINAR

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

