



SHELTER
because housing matters

Rural and regional engagement and place-based responses in Queensland

Sunrise Session – Q Shelter
2 March 2022

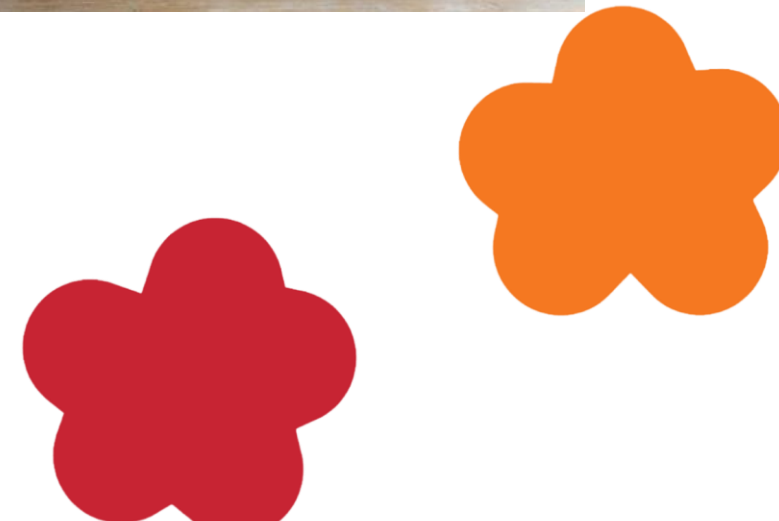


30 years of connection, action and opportunity

- Q Shelter has a 30 year history of working with place-based housing and homelessness networks from across Queensland
- Queensland is a vast and decentralised State: decentralised structures are essential
- As a peak, Q Shelter needs mechanisms through which we connect with regions and create pathways for regions to raise and resolve issues themselves, with peaks and with central Government
- Placed-based and interest-based representation



Regional Delegates



Regional Representatives

Q Shelter convenes a delegates meetings twice a year to:

- Provide information and resources
- Seek input into Q Shelter capacity building program
- Seek input into workforce development
- Foster two-way communication on key issues (policy, investment, programs, system improvements)
- Foster learning-exchange between the regions
- Foster dialogue with the department on mutual interests, issues, and suggested improvements
- The delegates prepare a communique and then senior representatives from the key funding body attend to work through the matters raised



Regional Delegates



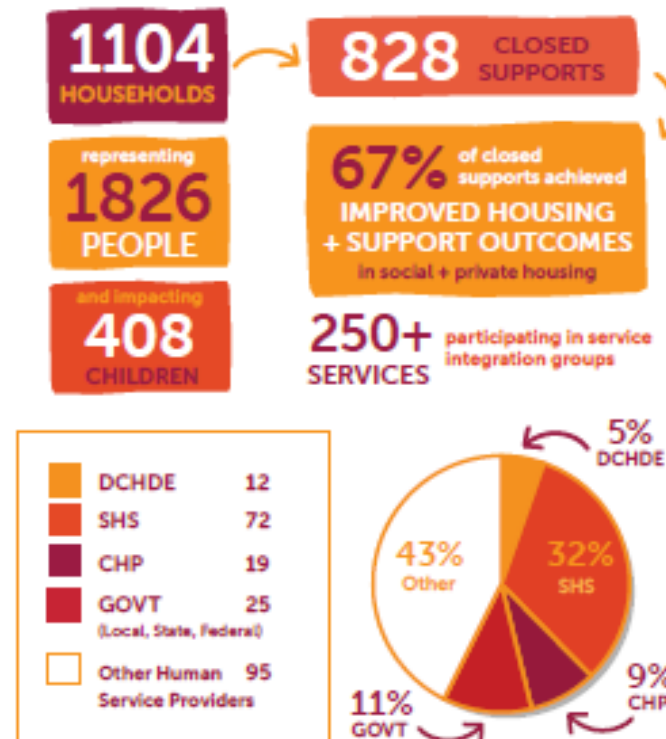
Regional Delegates



Service integration and care coordination

Enhancing an integrated, place-based response

- The Service Integration Initiative Pilot funded 10 coordination roles across nine regions together with a Backbone support role.
- Depending on the region, these roles supported existing networks and care coordination groups or helped to establish new groups.
- Care Coordination Facilitators worked closely with the Department of Communities, Housing and the Digital Economy to address regional needs.
- The Initiative played a key role in COVID 19 responses, including emergency responses assisting people to find and maintain suitable housing with support.
- The Initiative involves five organisations/agencies working together to measure collective impact.



The Service Integration Initiative is expanded

Over 1,100 households including 1,826 people were referred to Care Coordination Groups in the 12 months to June 2021.

With significant referrals and early indications of improved housing outcomes, the Initiative was funded in June for four years as an embedded part of the Queensland Housing and Homelessness Action Plan.

There is scope to expand the number of regions with a funded coordinator, and opportunities to enhance regional workforce development experiences.

"Landscape changer – we work well together."

Cairns Stakeholder

<https://vimeo.com/579295341/ffec986c71>

Takeaways

- Importance of placed based structures and networks: place is a key organising principle of service delivery and system improvements
- There is a key role for peaks to support regionalised structural capacity for engagement and action
- The regional delegates and facilitators are system level roles building collaboration, sector capacity and escalation of system and policy issues for appropriate action
- Linking policy and service delivery on the ground
- Importance of connected regions and sharing ideas across regions
- Embedded engagement mechanisms that can mature versus ad hoc engagement
- Opportunities for these roles to contribute to:
 - regionalised system redesign/reform
 - regionalised action plans
 - Regionalised workforce development plans.

