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# Annual Report 2003 to 2004

# Queensland Shelter Annual Report

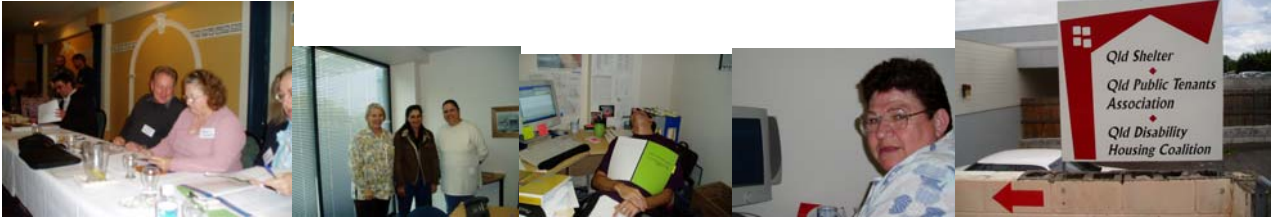
2003 to 2004

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## Chairperson's report

It gives me great pleasure to present the 2003/2004 Annual Report to this meeting of Qld Shelter Inc. I must admit a certain trepidation in taking on this role at the Annual General Meeting last year. While the year has had its moments it has also had its highs.

Qld Shelter is adapting to changes within both the housing sector and the wider community sector. The need to professionalise our activities and run business plans to conform to funding outputs has necessitated looking into how we function as an organisation within those demands. I feel confident that the organisation can continue to undertake the work that it does in advocating for those in housing 'distress' with these new directions.

The highlight of our year certainly has been the holding of a State conference on the Gold Coast. It produced good outcomes and provided a vision of where we and the sector can go in the future. Out of the conference also emerged the newest branch of Qld Shelter, our Indigenous Branch, of which we are very proud. Over the years, Queensland Shelter has struggled at times to deal with the serious housing issues surrounding our indigenous friends and we feel that at last we can walk beside them as they work within their Branch.

Queensland has also been in the unique situation of having elections at all three levels of government this year. We continue to work closely where possible with both elected representatives and the bureaucracy that provides their support. This has brought a new

energy to both staff and management and certainly encouraged us to broaden our skills to produce better outcomes for the organisation and the community.

A capacity to engage government is essential for any community body in the current climate as many of us are dependent on government funding for our core business. It is particularly challenging when an organisation is not based on service delivery as the work that Queensland Shelter undertakes and facilitates is often difficult to measure in terms of social outcomes.



The work undertaken by the Onsite project and the Homelessness Taskforce has been particularly interesting for those involved in the reference groups as well as the management of those projects. As an organisation we have been working in a very collaborative way within the sector to ensure that the work undertaken has not been unnecessary and instead very targeted to the required outcomes.

Queensland Shelter has continued to be a force within National Shelter this year and I was able to accompany Adrian to at least two of the meetings. We are looking to Adrian who was seeking the Chair position of National Shelter

this year to once again to have a lead role in the development of national responses and policy to the housing agenda across the country. The only unfunded Shelter at the moment is Victoria but they are getting some support through their local community peaks.

Queensland Shelter through its Branches is also working closely with Qld Community Housing Coalition in the development of local solutions to affordable housing issues. In several areas of the State, the situation has almost amounted to a crisis on particularly in the more popular areas of Gold Coast, Sunshine Coast and the northern areas of Townsville and Cairns. Apart from the rising demand for crisis accommodation and affordable housing in those areas, there is also the need to consider the rising issue of housing stress with many families using over 60% of their income to provide accommodation of either rental housing or home ownership.

What does the next year hold for us? We are faced this year with a unique funding situation for the first time for some years which will continue to create an unstable environment for the organisation. It will need all the resourcefulness and skills of both staff and management as well as the support of the organisation's members to continue to provide the community with the outcomes that the housing sector has come to expect from us.

I am sure that we will continue on with a renewed energy following this annual general meeting to pursue the housing needs of the community. In closing, I would like to acknowledge the Minister and his Department of Housing that provides us with our core operational funds. I would also like to acknowledge the work of our staff over the past twelve months, at times under some heavy stresses.

This year we are seeking a commitment from those joining our management committee to provide the support to our staff through attendance at meetings and responses to advice so it will in turn provide them with the support they need to fulfill our requirements as an organisation. My thanks go to those members who have served on the management committee over the past twelve months, in particular Ann Langley, who always made herself available to talk things over with and be another source of advice to myself.

*Tracey Douglas*  
Queensland Shelter Chair



## Treasurer's Report

The Treasurer's report this year is a tag team effort as we have had three Treasurers during the year. At the AGM last year Fiona Caniglia was elected. Fiona resigned as treasurer and was replaced by Simon Dilly. Simon later resigned as he took up a position with the Standards and Accreditation Unit and was replaced by Chris Gould. So after three Treasurers we completed the year as a cooperative effort, relying on this strength of the community sector.

The financial year was a mixed result for Queensland Shelter. Our operations saw us finish the year with a deficit on operations largely due to the cost of the conference in June. We made a decision to run a successful conference, with additional elements like the video linking for Longreach and Cairns and to ensure we could have Federal politicians linked in from Canberra.

This added cost to the conference and at the same time we were determined to keep costs to community sector participants low and to subsidise as many people as possible to attend the event. This situation was helped by generous sponsorship from Brisbane City Council and Gold Coast City Council. Brisbane helped subsidise the cost of 10 participants and Gold Coast subsidised the video conferencing. Our thanks go to them.

On the upside, because of the practice of allocating unspent funds to provisions to enable us to complete projects across financial

years and due to depreciation on assets combined with the practice of Queensland Shelter charging an administration fee on projects, we have managed to increase the bottom line for member's funds. We have shown an increase in retained members funds and so approach the new period in a healthy financial position.

This year we spent a record amount on branch projects. With a new Toowoomba Branch and activities continuing through our foundation branches we have managed to develop a renewed focus on branch activity. This helps make us a more broadly based state-wide peak. It is a process we would like to continue.

The only disturbing aspect of our financial position is our ability to project forward with certainty. This year we have retained the same level of funding although we have been placed on an annual budget allocation instead of the previous three year funding agreement. There is no indication that funding will not be recurrent, but it may limit our capacity as an organisation to plan in the longer term.

I want to thank our financial supporters. Firstly to the Department of Housing who provide our core funding and also funded the Onsite Caravan Park Closure Response project based at Queensland Shelter since January. Secondly we have worked very closely with Brisbane City Council over the past year. BCC have provided funding for several projects based at or auspiced by Queensland Shelter. The Street

Count of Homeless People and the Homelessness Task Force projects, the Women's Housing Network project, the Caravan Park Acquisition project and the Affordable Housing Toolkit and associated planning project are all BCC funded. It has enabled us to have a particular focus on Brisbane this year and has built a good partnership between our organisations.

So in a mixed year we retain our financial health and look forward to continuing to build activity, branches and policy based on a sound financial basis. I commend the financial position to you.

In finishing I want to thank the staff at Queensland Shelter and particularly Karen Rooskov our bookkeeper, who has done an excellent job preparing reports for the committee and making sure we know our position month to month. Karen has also resigned to concentrate on her business more locally. Karen will be missed

Queensland Shelter Inc



## Director's Report

As I sit down to write this reflection on 03/04 it is the middle of the Federal election campaign and I have seen very little written or spoken about housing. The P.M. has been banging on about interest rates and how they would rise under a Labor Government, trying to scare us about the future. Labor has committed \$400m additional to the CSHA, \$75m of which is dedicated to Indigenous housing. As an issue housing jumps but does not fly. It sometimes seems as though we have a secret that nobody wants to share. We know about the struggle being experienced by many people, we know about the chronic homelessness, we know about the failure of the market system and the lack of support for social housing at the federal level, but as an election issue it is interest rates and home ownership.

It's the third election this year, after the Queensland Government in February and Local Governments in March, in which housing has been an issue in the lead up but not in the campaign, so we are getting used to it.

Despite this, Queensland Shelter has had a very big year. We grew as an organisation, both in staff and branches (from 8-11), held a successful conference, ran several projects, took part in the formation of the National Housing Alliance and consequently part hosted the National Housing Summit in Parliament House in June.

In all of this we have had some staff changes and movements. Jeremy Hill took leave

without pay in November to take up a position with the Department of Housing while Esta Knudsen rejoined us as the locum Policy, Research and Networks officer. Pam Neill also took leave and worked in China for 6 months returning in July while Mary Powell and Letitia Mulholland shared the administrative burden. Letitia continued on as the librarian and Karen Rooskov continued as our bookkeeper until July.

Fiona Hunt joined us in January developing the Women's Housing Directory and Peter Mott joined the team in February working on the Onsite Caravan Park Closure Response project. In December we began work on the conference, a late start, and a challenge to have everything ready by June. Despite telling Deirdre Coghlan she could not sleep over at the office she managed to bring us to June and run a very successful conference.

Apart from all this activity in the office we also ran a few other projects with consultant colleagues. In the second half of 2003 we auspiced the Caravan Park Acquisition Project. This project investigated the feasibility of operating a caravan park as an affordable housing option. The project was undertaken by Andrea Young and has been forwarded to the Brisbane City Council with indications of how and where this form may fit into a continuum of housing response.

We also hosted a project to conduct the Street Count of Homeless people and to re-establish the Brisbane Homelessness Task Force. Maria Tenant and Fiona Caniglia were the

consultants on that project which is nearing completion.

I raise all these people because I am proud of the team effort at Queensland Shelter and know that without the team effort we would not have been able to achieve the quantum and quality of work I believe we have done. So to all the staff who have worked with us in the past 12 months thanks from me you have all done extremely well and the organisation has benefited from your hard work.

The management committee and branches have also contributed mightily to the last year and despite the various changes on the Administration Committee have provided a high level of support and given considerable time and enormous effort to maintaining an effective management process. In particular I want to thank Tracey Douglas and Anne Langley who have given well beyond the call of duty. Chris Gould, Simon Dilly, Fiona Caniglia and Gary Penfold, all of whom have participated in managing the organisation, through the admin committee. To branch delegates, your support and input is appreciated and congratulated. It is a voluntary effort, making difficult decisions, finding time to carry out the tasks associated with running an NGO peak.

I mention this because despite the combined effort of the staff and committee we have received a reduced certainty in our forward funding and a challenge to become more focussed on developing solutions and helping the Government develop solutions to the housing challenges we face as a State. This is a challenge we are keen to take up and are better able to having had the year we have just had.

We have now begun the 04/05 year and will be looking to build on 03/04. There are several challenges to face.

There will be a regional plan for SEQ released in October and we are geared to run a series of forums about ensuring a future for affordable housing within the regional plan.

We will be looking to develop new models for developing and delivering affordable and social housing and providing economic modelling around those options.

We want to develop options in Cairns and Townsville and in other regions not just SEQ.

We want to maximise the combined efforts of our sector, work with government and the private sector to ensure people have options for housing not just a last resort.

We will be active in National housing as well as at a state level and working with local governments and peaks to achieve better housing futures.

In looking back there are a few highlights for me. The creation of the Indigenous Branch at the conference is the highlight of the year. As an organisation and as individuals within it we have always desired to achieve this. For it to happen spontaneously and by Indigenous members coming together gave us something we had always wanted and reinforced the structure of the conference. Without those things being planned for as a possibility it may not have happened. It is more than a truism to say that addressing Indigenous housing issues advances the whole housing agenda.

The conference as a whole was an excited blur for me. I had a sense of it being successful but did not really know until many people told me and I had read the evaluations.

Working with our branches and networks through the Onsite and WHN projects has helped broaden us as a peak and given us a larger staff team to toss ideas around.

*Adrian Pisarski*

Queensland Shelter Director



## Policy Research & Network Development

### KEY POLICY AND ISSUES

### PAPERS FOR THE YEAR

**Productivity Commission's Inquiry Into First Home Ownership:** Queensland Shelter had consulted widely with members and prepared a submission to the Inquiry. A further submission was written in response to the findings in the Commission's draft report.

**The Community Rent Scheme Review document:** The paper was analysed and a response prepared on behalf of Queensland Shelter's members.

**Queensland Shelter Policy Review:** A draft Policy Review paper was prepared for the General Meeting held during Queensland Shelter's Conference in June 2004.

#### **Queensland Shelter's Policy Review Process:**

The following process has been put in place in response to the need to undertake a complete review of Queensland Shelter's policy platform.

- Policy Review paper presented to the General Meeting held at the Queensland Shelter Conference.
- Delegates have consulted with Branch members on the draft policies in the paper and have also ranked issues for priority in their regions

- Prior to the Annual General Meeting, there will be a policy development workshop to agree key policy positions for Queensland Shelter
- Further policy development will be undertaken through the generation of Queensland Shelter discussion papers and consultations with members throughout the year

A Policy and Research Committee is to be convened to support the policy review process. A series of cross-sector forums are also planned to enable Queensland Shelter to consolidate and expand alliances.

#### **Conclusion**

Priority directions for the Policy position for the coming year include:

- Complete the Queensland Shelter Policy Review
- Support the continued development of branches, housing networks and Queensland Shelter
- Ensure that members have the opportunity to contribute to the development of policy and the implementation of strategic directions for Queensland Shelter
- Focus on advocacy and research to support low-income and marginalised people's access to affordable housing.

## QLD SHELTER BRANCHES REPORT TO THE 2004 AGM

### **Branches, Networks & Sector Development**

Queensland Shelter's activities this year included a strong focus on supporting Branches to undertake projects in their localities and regions. Branch activities include:

#### Indigenous Branch

Qld Shelter welcomes and congratulates the new Indigenous Branch, formed at the Qld Shelter Conference in June 2004. This is a landmark event in Qld Shelter's history, as there has not been an Indigenous Branch before. In July Qld Shelter assisted the Branch to set up a Qld Shelter stall for NAIDOC week. As a result of discussions with Branch members Qld Shelter's membership form now includes a question asking whether people are of Aboriginal or Torres Strait Islander descent. This will enable the Branch to approach people who identify as Indigenous to see if they are interested in joining the Indigenous Branch. Members have identified a range of issues that need to be addressed and they agreed there was a need for a workshop to develop aims and objectives for the Branch. It was proposed that two workshops could be held – one in south-east Queensland and another in Cairns. Qld Shelter has written to the Minister for Housing advising that an Indigenous Branch has been established. The letter also asked that the Minister ensured there was consultation with Indigenous groups in relation to the \$3 million received from the Aboriginal & Torres Strait Islander Commission. Letters advising of the Branch's establishment have also been sent to Ministers responsible for Health, ATSI Housing, Aboriginal Affairs, Police & Corrective Services, Communities, Education as well as Brisbane City Council.

#### Bayside Housing Focus Group (Redlands Branch)

The Redlands Branch recently completed a proposal to be submitted to the Jupiter's Gambling Fund. Redlands is seeking funding to develop a pilot project to support people who are having difficulty in accessing private rental accommodation. The project would focus on identifying the reasons why prospective applicants were experiencing problems and respond with a series of skills development workshops. It is anticipated that the pilot project would have broad applicability across the state.

#### Gold Coast Housing Interest Network (Gold Coast Branch)

Members of the Gold Coast network have been involved in the development of the Gold Coast Council's Housing Strategy, launched earlier this year. Members are currently closely involved with a feasibility project working on the establishment of an affordable housing vehicle for the Gold Coast.

#### Sunshine Coast/Cooloola Branch

The Sunshine Coast Cooloola Branch's 2003-4 project – developing a housing information and resource directory - has been completed. Branch members are now working on a project which has been funded by Qld Shelter, Qld Community Housing Coalition and Sunshine Coast housing organisations. The project "Whatever Happened to the House that Jack Built" is working towards identifying viable options for providing affordable housing on the Sunshine Coast. A recent regional forum considered the many proposals that came out of a series of workshops across the Sunshine Coast. Forum participants ranked the proposals according to their viability. The next step will be to convene a think-tank group to

progress the proposals. Qld Shelter is actively involved in the project.

#### North Queensland - Townsville

The current North Queensland Project *An Affordable Rental Housing Strategy for the Townsville Region* is progressing well. Branch members have been extremely active around housing issues in the region. The Branch delegate attended the National Housing Conference in Adelaide early in the year. A subsequent Branch meeting featured a focus on the national housing context and the gathering momentum of national alliances around housing. In late May there was a Regional Housing Forum which attracted good media coverage. Another Regional Housing Forum in August was devoted to developing plans and ideas for a Federal Election Forum. A working party was formed to organise the Election Forum, which will be held on 2 October.

Townsville is in the marginal seat of Herbert, so members will invite all candidates to attend to answer questions and explain their position on housing. The North Qld Branch delegate presented a paper to the Shelter Conference, raised housing issues at a State Community Cabinet meeting in Townsville, and has had several letters on housing published in the local press. Ken also spoke about Qld Shelter activities at Public Tenants Forums and on behalf of the Branch, wrote a submission to the Senate Inquiry into Student Income Support. Qld Shelter has visited Townsville to work with the Branch.

#### Far North Queensland – Cairns

In response to the critical need for more public housing in the region the Far North Queensland Branch held a Forum for Public Housing tenants and service providers' clients who were waiting for public housing. The Forum highlighted the increasing number of

homeless families and households living in extreme housing stress in the region. It also served to consolidate the Branch's lobby platform to increase political awareness of housing issues. The Director of Qld Shelter spoke at the Forum. During the year the Branch also developed an affordable housing submission in response to the draft Cairns City Plan. The submission made recommendations on ways in which the Plan could address the urgent need for affordable housing stock.

#### Toowoomba

The Toowoomba branch, formed in 2003, got off to a good start with a Queensland Shelter funded project to produce a local affordable housing directory. To test the directory's effectiveness, around 60 drafts were distributed to agencies and organisations. The feedback on the directory has been excellent and the directory is now about to be distributed more broadly.

The Queensland Shelter Policy worker recently facilitated the Branch's strategic planning day and members decided to build on the directory by producing a brochure for clients, which will contain information about key affordable housing contacts. The Branch also decided that their next project will be to undertake a housing needs analysis, followed by a report card on local housing supply, affordability and availability.

#### Women's Housing Network

The 2003-2004 year has been amazingly productive for the Women's Housing Network. It has seen the culmination of two major projects and participation in the Australian contribution to a report to the UN Special Rapporteur on Housing.

AHURI were contracted by the WHN in 2003 to undertake a gendered analysis of housing in

Brisbane with our Shelter Branch funding. We also employed a project worker, Fiona Hunt, to undertake resource development and production for the network with funding from the Brisbane City Council. The following publications are the outcome:

***Women off the Radar – A Gendered Analysis of Women’s Housing in Brisbane.\**** This Research undertaken by AHURI provides an in depth analysis of data relating to women in SAAP, social housing, the private rental sector and home ownership. It particularly focuses on women on low incomes.

***Home is where the Hurt is.\**** This factsheet highlights key data relating to women’s housing tenure in Brisbane. It raises issues relating to access, affordability, poverty and family instability.

***Infokit – Putting the Pieces Together.\**** An information tool for working with women seeking housing assistance. It includes basic information about the housing system, with tips and chicklists for establishing a new home.

***Women’s Housing Referral Manual.\**** A comprehensive guide to accommodation options and support services for women in the greater Brisbane area. This manual is a must for any service providing housing referral information to women and their families.

\*Available on the Qld Shelter website [www.qshelter.asn.au/qshelter/](http://www.qshelter.asn.au/qshelter/)

The research and factsheet were launched at a function on International Women’s Day (8 March 2004) by Cr Helen Abrahams and a copy of the research was presented to the Department of Housing.

The network also participated in the reference group for and made a significant contribution to the NGO Report by Australian women and

their supporters to the United Nations Special Rapporteur on Housing. The Lord Mayor’s Women’s Advisory Committee provided financial support to send Fiona Hunt as a representative of the WHN to Melbourne to directly contribute to the UN forum. Since 2000, the UN has been actively involved in efforts to promote people’s basic rights to adequate housing amongst the international community giving special attention to the needs of women. We were pleased to participate in this process and to facilitate the involvement and input of organisations from across the state. The WHN’s research and factsheet were especially well received by the steering group.

The network wishes to thank Brisbane City Council, Queensland Shelter and the Lord Mayor’s Women’s Advisory Committee for the funding and support which enabled us to have such a productive year. We also thank AHURI, particularly Emma Greenhalgh and Maree Heffernan, for their fantastic work on the research and commitment to producing a piece of work which addresses a significant gap in available housing information in Brisbane.

Finally the WHN is extremely grateful to Fiona Hunt who, as our project worker, managed to complete more work in a short period of time than the network thought possible. Fiona’s commitment to improving housing outcomes for women is evident in the quality of the work and the tangible outcomes achieved through this project.

#### Brisbane Inner City

The Inner City Branch completed a project which saw the design and production of a brochure, poster and postcards aimed at raising tenants’ awareness of legislative changes around tenancy databases and providing appropriate referrals. These resources were

distributed state-wide to agencies working with tenants from marginalised groups.

#### LANARTA (Logan & Neighbouring Areas Regional Tenant Group)

The Branch has been involved with Logan City Council throughout its meetings and consultations to produce a Public Health Plan, which was launched early this year. Branch representatives also consulted widely over housing issues for the Department of Housing and have been active with the Housing Interagency over the problems shown to exist in the Logan region when the Public Health Plan was designed. There is no emergency housing available, very little transitional housing and no exit points to private rental in the region. The Housing Interagency is consulting with developers around the problems of building affordable housing, as available land is now become scarce, particularly anywhere near transport. Community housing providers are able to take advantage of short term rentals from vacant Dept of Housing stock awaiting redevelopment under Community Renewal. This type of cooperation is common in Logan, having the added benefit of preventing vandalism of empty properties. LANARTA has continued to develop its computer training, under the guidance of the tutor Robert. Some of his trainees are now skilled in graphic design and he is training them further in website development. This has been a very busy and productive year for the Branch. President Jean Succi was returned to office at the AGM continues to run the office as a voluntary service to our community.

#### **In Summary**

The activities of Branches in 2003-4 have been diverse, with members working to raise the profile of housing in their communities and achieve good outcomes for low-income

housing consumers. As part of its strategic planning process for the coming Qld Shelter has requested Branches to consider the priority policy issues for their areas so that Qld Shelter's policy platform reflects key housing issues across the State. With the possibility of several new branches forming in the coming year, Qld Shelter's branch structure and the contributions of members will continue to underpin Qld Shelter's efficacy as a peak body and advocate for low-income housing consumers.

#### **Policy/Research and Network Development Worker Report 2004/5**

##### **Objectives of the position:**

- *Assist low-income households through supportive policies and research, identifying options and solutions in the housing system.*
- *Provide strategic advice to the Department of Housing and the social housing sector.*
- *Identify and develop infrastructure for Queensland Shelter through the membership and branches.*
- *Identify housing 'need' and assist Queensland Shelter Branches to initiate local responses.*

##### **Reporting:**

*The Policy position reports monthly to the Administration Committee of Queensland Shelter, bi-monthly to the Management Committee and on a 6 monthly basis to the funding body, the Housing Policy and Research Section of the Department of Housing.*

##### **Organisational context:**

Queensland Shelter branches provide focus to the organisation's regional work and policy development processes and strategic direction through delegate representation on the Management Committee.

### Highlights for the 2003/04 year

- Supporting branches to undertake projects of local and regional significance, and working with groups who have the potential to become Qld Shelter branches
- Supporting the Boarding House Action Group to monitor the implementation of the Residential Services Reform Package as well as monitoring the impacts of boarding house closures on residents and services.
- Supporting the Onsite Project Committee and worker in relation to caravan park closures
- Facilitating the building of relationships between community-based housing organisations, the private sector, local government and others to progress affordable housing alliances.
- Responding to the Productivity Commission's Inquiry into First Home Ownership and the Community Rent Scheme Review.
- Initiating a comprehensive review of Queensland Shelter's policies

## NETWORK AND SECTOR DEVELOPMENT

### Branches and Networks

The Policy/Research and Sector Development position (policy worker position) supports the development of the Queensland Shelter branch network

Branches and Networks provide opportunities for direct participation and communication between the Queensland Shelter secretariat and the membership. Branches and networks are

forums for the development of policies and for initiating local/regional responses to housing issues. Over the last year support has been provided to the Onsite network, the Boarding House Action Group and Phoenix Housing.

**The Onsite network** is an independent interagency committed to improving life for residents in residential parks by promoting residents' rights, healthy park communities and access to housing and community support options. The network membership includes: community development and emergency relief agencies; homelessness outreach; health and disability support services; youth, family and child focused services; tenant advocates, local government and representatives from government departments.

Last financial year the Onsite network was unfunded, with Queensland Shelter providing a convening role. During the year negotiations with the Department of Housing resulted in an Onsite Project being funded and established in early 2004, and a worker appointed. The Onsite Project is funded to undertake policy and sector support on improving the response to residents affected by closures. The first stage of the Project involved interviewing a range of community and government workers to record and document what has occurred in recent park closures. Stage two involves producing resources for residents involved in closures, as well as community and government workers responding to closures. There is also an ongoing role monitoring park closures as well as the redevelopment/upgrading of parks. The Project ran a resident-focused workshop at the Queensland Shelter Conference in June and is currently planning a movie night to show several DVDs which feature caravan park issues and residents. While the Project is currently funded to focus on closures, the worker's contact with residents has identified a clear and urgent need for a more

comprehensive response to the needs of caravan park residents.

**The Boarding House Action Group (BHAG)**

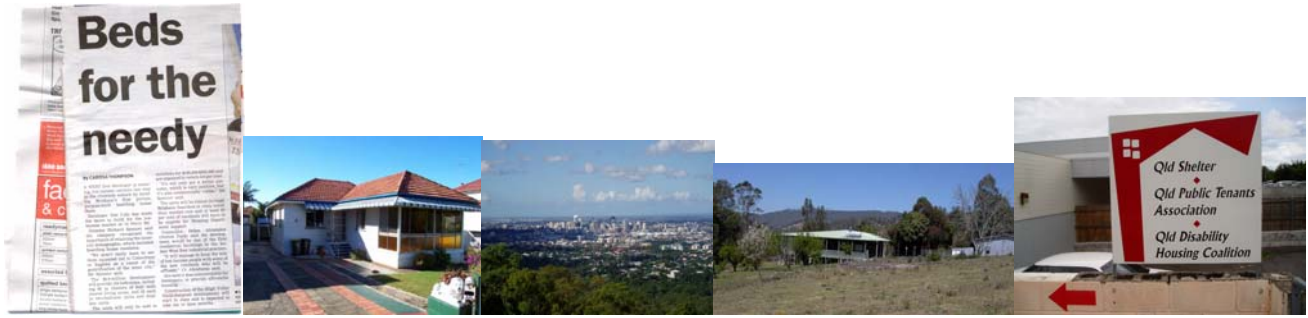
is an interagency committed to extending housing options and community access for residents of boarding houses and hostels. BHAG has continued to meet on a regular basis to struggle to keep pace with developments in the boarding house and supported accommodation industry. The ongoing implementation of the Residential Services Reform Package has been the main focus of the group as many residents and community stakeholders try to respond to the changing nature of the industry. Two of the issues that impact on the network are the ongoing monitoring of the implementation of reforms and the monitoring and management of ongoing closures and the subsequent impact on residents and services. A small group from BHAG met with Michael Hogan and Julie Bray from the Department of Communities, who now have carriage of the Reform Package. This was a positive meeting and BHAG will hopefully be able to build on this to ensure that the ongoing interests of residents are represented throughout the reform process.

**The Phoenix Housing Group** is an interagency located in the south-western suburbs of Brisbane. The group's central interest is to identify opportunities to increase the supply of affordable housing in their region. This year Queensland Shelter assisted Phoenix Housing to undertake a housing needs analysis for the region. In addition, the Policy worker facilitated a strategic planning exercise which identified short, medium and long-term goals for the group. They are currently pursuing their short term goals, which are largely related to building alliances and identifying vacant land and housing that could present affordable housing opportunities.

**Rural and remote groups.** The Policy / Research and Sector Development worker has visited Roma and has been invited to Charleville in October. The visit to Charleville will be an opportunity to make contact with housing service providers and other housing interest groups in several towns in south-western Queensland.

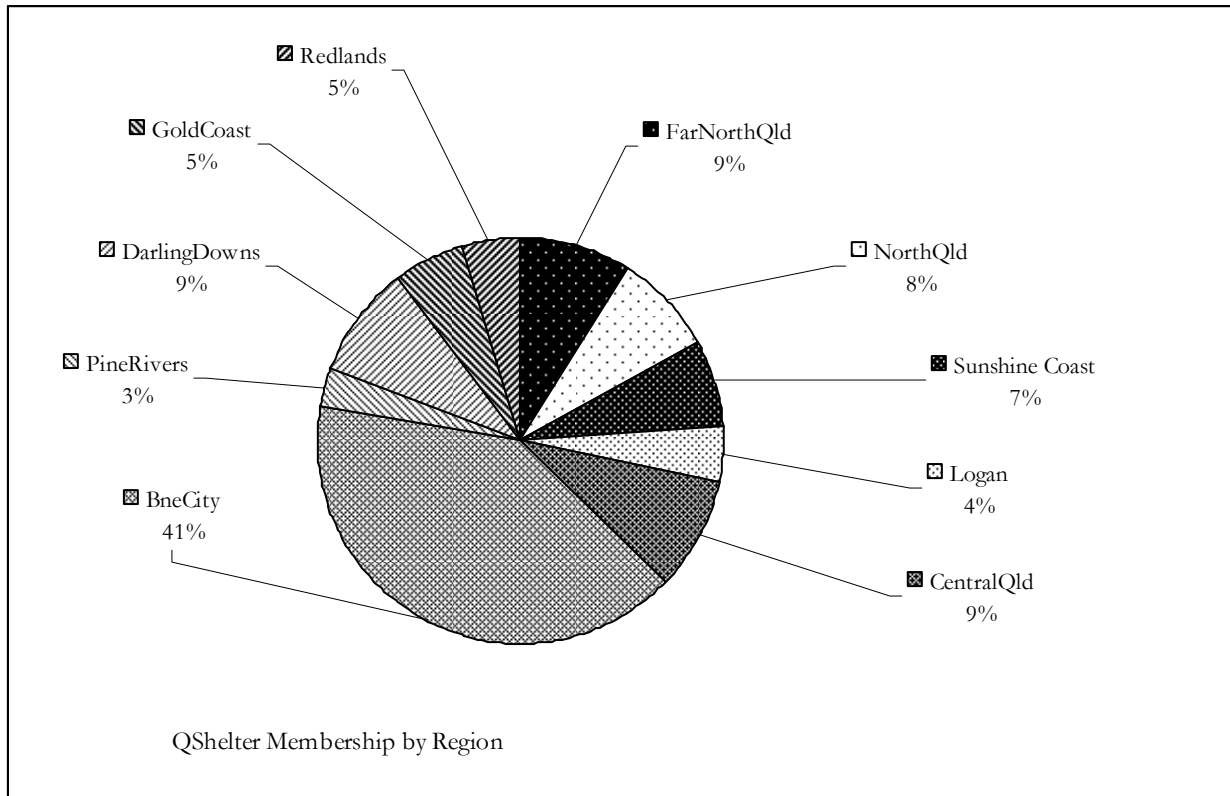
*Esta Knudsen*

Policy / Research and Sector Development



## Membership

The Membership in 2003-04 reflects the distribution of QShelter throughout the state.





## Library & Resources

For the year 2003/2004 the Queensland Shelter Library has continued to improve and grow. There have been 160 new resources plus many new journals added to the collection. The library data base now contains a total of 2979 records (not including journals). The reduction of total records from last years total of 3188 records has been due to extensive weeding of outdated and irrelevant data.

During this year, whilst our administrator Pam Wattenberg/Neill took leave to teach business studies in China, Mary Powell and I had the opportunity to share the role of administrator. This experience has been valuable in broadening my knowledge of the role of Queensland Shelter and gave me the chance to get to know and/or meet personally our delegates and some of our members.

Last years project of making the library's catalogue available to members online has unfortunately not been achieved due to IT difficulties with making the database compatible with our web page.

I would like to like to welcome all new members and to thank all those who have contributed to the ongoing success of the Qld Shelter Library.

### QLD SHELTER PUBLICATIONS AND LIBRARY RESOURCES

Queensland Shelter – *Queensland Shelter draft policy and review document.* – Brisbane: Qld Shelter. 2004.

Queensland Shelter Inc.. inner Brisbane Housing Network. – *We can solve homelessness: no vacancy no shelter no haven no harbour no heart.* – Brisbane: Qld Shelter. 2004.

Queensland Shelter Inc. – *Affordable housing toolkit.* – Brisbane: Qld Shelter. 2004.

QUT, Qld Shelter, CSJ, et.al. – *More than just a roof: a study of family homelessness in Queensland.* – Brisbane: QUT. 2003.

Queensland Shelter Inc.. Nth Qld Branch. – *Affordable housing needs in the Townsville region.* – Mundingburra: Qld Shelter. 2003.

*Letitia Mulholland*

Library Resource Officer



## Management Committee 2003 - 2004

### The Management Committee at 30 June 2004

Tracey Douglas	Chair & Gold Coast Delegate
Ken Graham	Vice Chair & North Queensland Delegate
Anne Langley	Secretary & LANARTA Delegate
Simon Dilly	Treasurer
Wynn Hopkins	Far North Queensland Delegate
Margaret Robertson	Mackay Delegate
Lee Banfield	Sunshine Coast/Cooloola Delegate
Mark Cook-Long	Toowoomba Delegate
Anne Mannix	Women's Housing Network Delegate
Gary Penfold	Brisbane Inner City Delegate
Chris Gould	Bayside Redlands Delegate



## 2003 to 2004 Audit Report

Financial Statements for the year ended 30 June 2004

Prepared by:

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