

Some key points:

- **Your relationship with Regional Directors and Contract Managers is essential at the moment**
- **They are available to discuss specific regional challenges or the needs of specific households who are difficult to assist or who are highly**
- **Care coordination groups are a forum to work on integrated responses for vulnerable individuals and households – please join the nearest one to you. They will meet by ZOOM so everyone is safe. A link to join these groups is provided here.**
- **The Place-based Response Teams convened by Housing Service Centres are specifically helping to assist rough sleepers. Contract HSC managers for referral pathways and to assist individuals and households you are aware of.**
- **Contact Regional Directors with accommodation options emerging in your region. We are aware that community and private sector offers are emerging. Please ensure these are directed to the RD.**

Follow ups from March 31 tele-link

Theme	Discussion/information
Feedback from previous meeting	
Brokerage	<p>For organisations already funded with brokerage, how can additional brokerage be accessed as part of the funding package?</p> <ul style="list-style-type: none">• If you are a funded brokerage service and are waiting for information or guidance on this issue, it is best to contact your Contract Manager• If your service is not normally funded for brokerage, you can, in specific instances where a person is vulnerable due to Covid19, you can contact your Contract Manager or Regional Director to speak about the specific situation
Place-based Response Teams and Care coordination groups	Place Based Response Team and Case Coordination Groups are assisting with rough sleepers and congregate living rapid rehousing
Offers of housing and accommodation from community or private sector	Regional Directors participate in disaster management groups – any offers the sector received re housing supply resources should be directed to Regional Directors to coordinate
Service delivery can continue with respect for safety and social distance rules	<p>In Queensland, the advice as to whether our sector is considered as an essential service, housing and homelessness services are not listed on the “non-essential list”.</p> <p>The advice we have received is that there is no issue with community services and government services conducting home visits, and that it is permissible for two workers do to</p>

Theme	Discussion/information
	home visits, while observing social distancing and other safety measures.
	How and when to quarantine people who are ill?
	Follow Q Health advice and call the central number if someone you are assisting has symptoms
	Contact your Regional Director, as they are part of disaster management; access information on Queensland Health website
New concerns and shared learning	
Congregate living environments	Q Shelter has drafted information on congregate living environments, and Queensland Health is also developing resources to be circulated. Q Shelter's work will be provided on the Deck and also circulated with these minutes.
Overcrowding	<p>Kim (Coast 2 Bay): Many tenants are housing family members who typically live with ageing parents or in other living arrangements – this presents new tenancy issues such as crowding and putting other tenants at risk, especially in high density dwellings</p> <ul style="list-style-type: none"> • Fiona: If you identify a tenancy or building that is vulnerable including from overcrowding, contact your Regional Director or contract manager with a direct request for assistance • Liza Windle: Link in with your Regional Directors, both regarding people for whom we usually provide services, and others who need to access services at this time
Release from detention centres	<p>Colleen (Roseberry): Service has received requests from numerous people released from Detention Centres (Maryborough Correctional Centre) into homelessness</p> <ul style="list-style-type: none"> • Liza: There are protocols in place which should be followed • Liza Windle to follow up and raise this issue centrally • Contact Contract Managers and Regional Director to raise specific referrals. • Stephen Simpson from QYFSS also suggested the CREST program which is responsible pre-planning for prisoner release: <ul style="list-style-type: none"> ○ Keiren Bennett is the Director, Offender Rehabilitation and Management at Queensland Corrective Services. <p>Regional CREST services:</p> <ul style="list-style-type: none"> • ACSO in Brisbane • Lives Lived Well in the far north and central QLD • Open Minds in Townsville

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Access to phones and internet for clients	<p>Melissa (PCYC): Concerned re youth in homeless environment without access to phone/ internet, who are now unable to access services which have moved to phone based responses</p> <ul style="list-style-type: none"> • Di (Brisbane Youth Service): BYS recently purchased a number of mobile phone packages – will send details • Daniel: From the user side, when services telephone a user with “No ID” it is not possible for a service user to call back – suggestion to leave Called ID on • Di (BYS): BYS is looking at how to reduce social isolation – recently ran an art group over the internet by delivering supplies and meeting online to work together
Outreach support guidance	Fiona - More information coming on how services can do this safely – QCOSS is developing some resources which Q Shelter is having input to.
Source for procuring masks	Richard (Community Kitchen): Has sourced masks – will send info to QS to distribute
Care coordination groups and Place-based response teams.	Fiona: There will be a list of contacts going out including Regional Directors, Service Integration contacts for care coordination groups.
Local Disaster Management Group role and contact	Regional Directors participate in Local Disaster Management Group which have a specified role and additional, discretionary resources to solve issues and specific problems.
Q Shelter call: Please help us focus on the needs of rough sleepers and those in congregate environments	This is an opportunity to get more focused on the needs of rough sleepers and those living in congregate living environments. As a sector, we need to identify these people as quickly as possible through Place Based Response Teams, Case Coordination Groups and, local disaster management groups, and find housing alternatives that make those people as safe as possible. Regional Care Coordinators will be telephoning services to help identify those people and work on next steps.
Regional learning exchange groups being set up	In addition to this learning exchange, Stephen Hawkins, Case Coordination Backbone Role, is working to make sure there is a regional learning exchange if that is what is needed by the sector. These groups are being set up now and there will be news soon about how to connect.
Teleconference for CHPs	In addition a specific teleconference for Community Housing Providers is emerging to discuss challenges and solutions (rent, tenancies, etc) with the Involvement of CHIA Qld and more information is pending on this.
COVID-19 Learning Exchange to continue subject to Sector needs	Q Shelter will continue to offer this platform for discussion as long as the sector finds it useful
A strategic link to the future: sustaining housing outcomes that emerge during COVID-19	Closing: This is a chance to reimagine models of accommodation. We need to challenge ourselves and each other to think about and find ways to sustain housing outcomes achieved during COVID-19 to post-Covid19

