



Service Integration

Building integrated responses for people who are homeless or at risk of homelessness.

Service Integration supports service providers who work with individuals and families with a range of needs in addition to experiencing, or being at risk of, homelessness.

LOCATIONS

Place-based Service Integration Facilitators work across the following regions:

- | | |
|------------------|--------------|
| ✓ Cairns | ✓ Toowoomba |
| ✓ Townsville | ✓ Brisbane |
| ✓ Mackay | ✓ Logan |
| ✓ Wide Bay | ✓ Redlands |
| ✓ Sunshine Coast | ✓ Ipswich |
| ✓ Moreton Bay | ✓ Gold Coast |

Scan to learn more about Service Integration in your region, or contact sii@qshelter.asn.au for more information.



KEY BENEFITS FOR SERVICE PROVIDERS

- Opportunity to join a place-based alliance and gain access to multi-disciplinary services from across the entire service system.
- Intentional care coordination processes with a dedicated Service Integration Facilitator.
- Coordinated responses for individuals and families requiring a range of supports.
- State-wide network ensures support for individuals and families if they move region.
- Framework designed to support sustainable outcomes.

KEY BENEFITS FOR HOUSEHOLDS

- Support to access, engage and navigate the service system.
- Tailored, coordinated support informed by individuals and families.
- Commitment to sustainable outcomes.
- Respectful and professional engagement.
- Safeguards that protect personal information.

KEY STRUCTURAL BENEFITS

- Enhanced place-based collaboration across government and non-government services.
- Strengthened regional systems and processes.
- Purposeful data to inform future place-based approaches.
- State-wide service delivery framework.
- Strong links with Department of Housing and Place-based Response Teams.
- Continual testing of effectiveness, outcomes and impacts.
- Funded in the Housing Action Plan 2021-25.



Service Integration Initiative acknowledges the Traditional Owners of the lands from across Queensland. We pay our respects to Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples across the state.